



Refused, Suspended & Revoked Licences - Uber

Uber Britannia Ltd's application for an operator licence was refused by Reading Borough Council (RBC) in March 2016. The reasons given were not relevant to this current application, being related to particular requirements in RBC's local licence conditions and concerns around local demand and the number of vehicles that will be operated in that area.

Uber Britannia Ltd's application for an operator licence with Swansea City & County Council (SCCC) was made alongside a request for an exemption to one of the conditions. Condition 22 requires the operator to check all vehicles before the start of each shift. Uber does not assign shifts to licensed private hire drivers who use our app. As independent contractors, drivers who use the app have the flexibility to switch the app on/off as they see fit, with many enjoying the flexibility of having no set shifts or minimum hours. It is felt that the purpose of this requirement is already adequately met by the driver and vehicle licence conditions and our ability to suspend those not in compliance where this is necessary. The exemption was not granted by the Licensing committee and in September 2017 the application was subsequently not successful. On 8 December 2024 Uber Britannia Ltd applied again for an Operator Licence with Swansea Council alongside another exemption request to Condition 22. This was granted as of 12 January 2024.

The City of York Council refused Uber Britannia Limited's application to renew its PHO licence on 12 December 2017. This decision was made on two bases:

- There had been a failure on Uber's part to inform the relevant authorities, including the Council, of a 2016 data breach in a timely manner. Members of the Licensing and Regulatory Committee concluded that this had rendered Uber unfit to hold an operator's licence at that point in time.
- There had been an increase in complaints received by the Council regarding private hire vehicles driving in York which had been operated by Uber. Members of the Committee concluded that this trend indicated that there were issues with the proper management of drivers by Uber.

Uber withdrew its appeal in respect of the Council's refusal.

- With respect to the first ground, Uber in 2017 was unequivocal in stating that the handling of the data breach in 2016 was wrong, and decisive in following through on that conclusion. The ICO's 2018 Penalty Notice in respect of that breach noted that *"Uber has taken substantial and prompt remedial action to prevent a reoccurrence of this type of incident"*.
- With respect to the second ground, a subsequent FOIA enquiry revealed that 83% of the complaints in question had been submitted by the York taxi trade. Uber takes its regulatory obligations seriously, and all complaints received regarding drivers are rigorously investigated by trained support agents.



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TfL refused Uber London Limited's application to renew its PHO licence in September 2017. The decision was appealed, and ULL was found to be fit and proper in June 2018, and the licence was renewed for 15 months.

On 29 November 2017, Uber Britannia Limited was issued a suspension notice by Sheffield City Council, due to a perceived failure to respond to a Section 73 request for information. However, due to a clerical error by the council, the request was posted to an address that did not exist. Once the situation came to light, Uber Britannia Limited was able to respond promptly and answer all of the questions within the Section 73 request. The issue was fully resolved within a matter of days, and the suspension notice was lifted before the suspension actually took effect.

On 28 March 2018, a sub-committee for Glasgow City Council refused an application by Uber Scot Ltd. for a temporary licence at a new booking office address. The concerns cited at this time related to the day-to-day manager residing outside of Scotland as well as Uber's lack of phone contact for their Glasgow office. Following this, a new day-to-day manager was assigned to Glasgow and Uber was later granted a renewed 3 year licence for its updated booking office address on 18 April 2018.

Brighton and Hove City Council refused Uber Britannia Limited's application to renew its PHO licence in May 2018. The decision was appealed, and UBL was found to be fit and proper in December 2018, and the licence was renewed for five years. Following this, on 11 December 2023, Brighton and Hove City Council granted Uber Britannia Ltd a renewed 5 year PHO licence.

TfL refused Uber London Limited's application to renew its PHO licence in November 2019. On 28 September 2020 Westminster Magistrates' Court granted Uber a TfL operators licence for 18 months. On 28 March 2022, TfL granted Uber London Limited a 30 month PHO licence.