

AWFER Customer Privacy Policy

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1. Introduction

Welcome to AWFER, the customer application operated by Awfer Tech Ltd ("AWFER", "we", "our", or "us").

Your privacy is important to us. This Privacy Policy explains how we collect, use, disclose, store, protect, and otherwise process your personal information when you register for, access, or use the AWFER customer mobile application, the AWFER website, and any related products and services (collectively, the "Services").

AWFER is committed to protecting your personal information and processing it fairly, lawfully, transparently, and securely in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and all other applicable data protection and privacy laws.

By creating an account or using our Services, you acknowledge that you have read and understood this Privacy Policy. Where required by law, we will obtain your consent before processing your personal information for specific purposes.

2. Who We Are

Data Controller

Awfer Tech Ltd

Company Registration Number: 15975495

Registered Office:

22a Channel View Crescent, Portishead, Bristol, England, BS20 6LY

United Kingdom

Email: contact@awfer.net

Website: <https://awfer.net>

Awfer Tech Ltd is the Data Controller responsible for the collection and processing of your personal information as described in this Privacy Policy.

If you have any questions about this Privacy Policy, your personal information, or how we process your data, you may contact us using the details above.

3. Scope of this Privacy Policy

This Privacy Policy applies to personal information collected through:

- The AWFER customer mobile application;
- The AWFER website;
- Customer registration and account creation;
- Customer identity and account verification;
- Trip requests and transportation services;
- Trip management and dispatch services;
- Payment processing;
- Customer support interactions;
- Communications relating to your customer account; and
- Any other services provided through the AWFER customer platform.

This Privacy Policy applies only to the AWFER customer application and the related Services described above. Separate privacy policies may apply to other AWFER applications, products, or services where indicated.

This Privacy Policy does not apply to third-party websites, applications, or services that maintain their own independent privacy policies. Where you interact directly with third-party providers, including payment providers such as Stripe, the privacy policies of those providers will also apply to the processing of your personal information.

4. Definitions

For the purposes of this Privacy Policy:

"AWFER", "we", "our", and "us" mean Awfer Tech Ltd.

"Customer", "you", and "your" mean any individual who registers for, accesses, or uses the AWFER customer application.

"Personal Information" means any information relating to an identified or identifiable natural person.

"Processing" means any operation performed on Personal Information, including collecting, recording, organising, storing, adapting, retrieving, using, disclosing, sharing, transmitting, restricting, deleting, or destroying such information.

"Services" means the AWFER customer mobile application, the AWFER website, and all related products, features, and services provided by AWFER.

"Driver" means an individual approved by AWFER to provide transportation services through the AWFER platform.

"Trip" means a transportation request made by a Customer and accepted or completed by a Driver through the AWFER platform.

"UK GDPR" means the United Kingdom General Data Protection Regulation together with the Data Protection Act 2018 and any legislation that replaces or supplements them.

5. Information We Collect

To provide the Services safely, efficiently, and in compliance with applicable laws, AWFER collects and processes different categories of personal information throughout your use of the AWFER customer platform.

The information we collect depends on how you interact with our Services and may include the following:

5.1 Identity and Contact Information

When you create a customer account, we may collect information including:

- Full name
- Email address
- Mobile telephone number
- Residential address, where provided
- Date of birth, where required
- Account credentials, including your password (stored securely in an encrypted or hashed form)
- Account identifiers assigned by AWFER

This information is used to create and manage your customer account, verify your identity where necessary, communicate with you, and provide our Services.

5.2 Customer Account Information

When you use the Services, we may collect information relating to your customer account, including:

- Account creation date
- Account status
- Account verification status
- Profile information
- Saved preferences
- Trip history
- Cancellation history
- Customer ratings where applicable
- Account activity

This information helps us manage your account, provide the Services, maintain platform security, and investigate disputes or misuse.

5.3 Trip Information

When you request or complete a Trip, we generate and collect information relating to your transportation requests, including:

- Trip identification numbers
- Pickup locations
- Destination locations
- Route information
- Trip distance
- Trip duration
- Trip timestamps
- Trip status
- Fare calculations
- Estimated fares
- Final fares
- Cancellation information
- Customer and driver ratings where applicable

Trip information is necessary to provide transportation services, match Customers with Drivers, calculate fares, manage payments, maintain service quality, investigate disputes, and comply with legal obligations.

5.4 Location Information

Location information is essential to the operation of the AWFER customer platform.

Subject to your device settings and applicable permissions, AWFER may collect precise location information while you are using the Services.

This may include:

- Current GPS location
- Pickup location
- Destination location
- Location during an active Trip
- Location timestamps
- Route information

Location information enables us to:

- Identify your pickup location;

- Match you with nearby Drivers;
- Dispatch Trip requests;
- Provide accurate pickup and transportation information;
- Calculate estimated arrival times;
- Monitor Trip progress;
- Calculate fares;
- Improve operational efficiency;
- Protect Customer and Driver safety;
- Detect and investigate fraudulent or unauthorised activity.

AWFER does not use your location information for advertising purposes.

5.5 Payment Information

AWFER uses third-party payment providers to facilitate payment processing for transportation services.

Depending on your use of the Services, we may receive and process information including:

- Payment transaction identifiers;
- Payment references;
- Payment status;
- Fare amounts;
- Refund information;
- Payment-related records;
- Transaction history.

Payment card numbers, full payment credentials, and other sensitive financial information may be collected and processed directly by the applicable payment provider.

AWFER does not store your full payment card details on its own systems where such information is processed directly by the payment provider.

5.6 Device and Technical Information

When you access the Services, we automatically collect certain technical information to help operate, secure, and improve the platform.

This may include:

- Device model
- Operating system
- Operating system version
- Application version
- Device identifiers

- IP address
- Connection information
- Authentication events
- Session information
- Diagnostic information
- Security-related events

This information is used to maintain platform security, improve service reliability, investigate technical issues, and protect customer accounts.

5.7 Security and Authentication Information

To protect customer accounts and maintain the security of our Services, AWFER collects information relating to authentication and account security, including:

- Email verification status
- Phone verification status
- Two-Factor Authentication (2FA) status
- Login history
- Failed login attempts
- Device authentication records
- Active session information
- Security tokens
- Trusted device records

To help prevent unauthorised access, AWFER may:

- Restrict each customer account to one active device at a time;
- Automatically sign out existing sessions when a new device signs in;
- Remember trusted devices where appropriate;
- Invalidate authentication tokens following logout, password changes, or other security events; and
- Record authentication events for fraud prevention and security monitoring.

5.8 Communications

When you communicate with AWFER, we may collect information including:

- Customer support enquiries
- Communications with AWFER personnel
- Push notification identifiers
- Service notifications
- Account-related correspondence
- Trip-related communications

These communications help us provide support, respond to enquiries, improve our Services, maintain account security, and assist with Trip-related issues.

6. How We Collect Your Information

AWFER collects personal information directly from you, automatically through your use of the Services, and from trusted third parties where necessary.

We collect information in the following ways:

Information You Provide

We collect information that you voluntarily provide when you:

- Create an account;
- Complete your customer profile;
- Provide your pickup or destination information;
- Make a Trip request;
- Make a payment;
- Contact customer support; or
- Communicate with AWFER.

Information Collected Automatically

Certain information is collected automatically when you use the Services, including:

- Device information;
- Technical information;
- Authentication events;
- Session activity;
- GPS location information;
- Trip activity; and
- Security logs.

Information from Third Parties

Where necessary, AWFER may receive limited information from trusted third parties, including:

- Payment providers, for payment processing and transaction administration;
- Identity or compliance verification providers, where applicable;
- Licensing or regulatory authorities, where required by law; and
- Other service providers that assist us in operating the Services.

7. How We Use Your Personal Information

AWFER processes your personal information only where we have a lawful basis to do so and only for purposes that are compatible with providing, operating, improving, protecting, and complying with our legal obligations in relation to the Services.

Depending on the circumstances, we may use your personal information for the following purposes:

7.1 To Create and Manage Your Customer Account

We use your personal information to:

- Register your customer account;
- Verify your identity where necessary;
- Maintain your account information;
- Authenticate your identity during sign-in;
- Secure your account against unauthorised access; and
- Provide ongoing account management.

7.2 To Provide Transportation Services

We process your information to:

- Receive Trip requests;
- Identify your pickup location;
- Match you with nearby Drivers;
- Dispatch transportation requests;
- Provide Driver and vehicle information;
- Provide navigation and pickup information;
- Calculate estimated arrival times;
- Record completed Trips;
- Calculate fares;
- Manage Trip histories; and
- Facilitate communication relating to Trips.

7.3 To Process Payments

We use your information to:

- Process payments for completed Trips;
- Maintain payment records;
- Process refunds where applicable;
- Resolve payment disputes; and
- Produce financial records where required.

7.4 To Maintain Platform Security

We process technical and security information to:

- Detect fraud;
- Prevent unauthorised access;
- Investigate suspicious activity;
- Protect customer accounts;
- Monitor authentication events;
- Secure our systems; and
- Prevent abuse of the Services.

7.5 To Improve Our Services

We may use information to:

- Improve platform performance;
- Diagnose technical problems;
- Improve application stability;
- Monitor service availability;
- Develop new features;
- Improve dispatch efficiency; and
- Improve the customer experience.

Where practical, information used for analysis may be aggregated or anonymised.

7.6 To Communicate With You

We may contact you regarding:

- Account notifications;
- Trip information;
- Driver and vehicle information;
- Security alerts;
- Verification requests;
- Policy updates;
- Service announcements; and
- Customer support enquiries.

7.7 To Comply With Legal Obligations

We may process personal information where necessary to:

- Comply with applicable laws and regulations;
- Respond to lawful requests from public authorities;
- Meet regulatory requirements;
- Maintain accounting and tax records; and

- Establish, exercise, or defend legal claims.

8. Legal Bases for Processing

Where the UK General Data Protection Regulation ("UK GDPR") applies, AWFER relies on one or more of the following lawful bases when processing your personal information.

Contract

Most of our processing is necessary to perform our contract with you, including:

- Creating and managing your account;
- Providing transportation services;
- Processing Trip requests;
- Processing payments;
- Providing customer support.

Without this processing, we would be unable to provide the Services.

Legal Obligation

We process certain information where required to comply with legal obligations, including:

- Financial record keeping;
- Fraud prevention obligations;
- Responding to lawful requests from authorities; and
- Other regulatory requirements applicable to the Services.

Legitimate Interests

We process certain information where necessary for our legitimate business interests, provided that such interests are not overridden by your rights and freedoms.

Examples include:

- Protecting platform security;
- Preventing fraud;
- Improving our Services;
- Monitoring platform performance;
- Investigating misuse;
- Maintaining reliable operations; and
- Protecting Customers and Drivers.

Consent

Where required by law, we rely on your consent before processing certain categories of personal information.

For example, your consent may be requested for:

- Optional communications;
- Certain device permissions;
- Location permissions where consent is required; and
- Other processing activities where consent is the appropriate legal basis.

You may withdraw your consent at any time where processing is based on consent. Withdrawal of consent does not affect the lawfulness of processing carried out before consent was withdrawn.

9. Location Information

Location information is fundamental to the operation of the AWFER customer platform.

Subject to your device settings and permissions, AWFER may collect precise location information while you are using the Services.

This may include your location when requesting a Trip, your pickup location, and location information during an active Trip.

Location information may be used to:

- Identify your pickup location;
- Match you with nearby Drivers;
- Dispatch transportation requests;
- Provide accurate pickup information;
- Calculate fares;
- Estimate arrival times;
- Monitor Trip progress;
- Improve operational efficiency;
- Detect fraudulent activity; and
- Support the safety of Customers and Drivers.

AWFER does not use your location information for advertising purposes or sell your location information to third parties.

If you disable location permissions, some or all features of the Services may not function correctly.

10. Driver and Vehicle Information

To enable Customers to identify their assigned Driver and Vehicle, AWFER may provide certain Driver and Vehicle information through the Services.

Depending on the circumstances, this may include:

- Driver first name;
- Driver profile photograph;
- Vehicle make;
- Vehicle model;
- Vehicle colour;
- Vehicle registration;
- Estimated arrival time; and
- Live vehicle location during an active Trip.

This information is provided to help Customers identify the correct Driver and Vehicle and safely use the Services.

AWFER may also process Driver and Vehicle information internally for Trip dispatch, safety, service quality, fraud prevention, dispute resolution, and regulatory compliance.

11. Payments and Payment Providers

To facilitate payments for transportation services, AWFER uses third-party payment processing providers.

When you make a payment through the Services, certain payment information is collected and processed directly by the applicable payment provider in accordance with its own privacy policy.

AWFER may receive limited information from payment providers, including:

- Payment transaction identifiers;
- Payment status;
- Transaction references;
- Payment confirmations;
- Fare information;
- Refund information; and
- Payment information necessary to administer the Services.

AWFER does not store your full payment card details or other sensitive payment credentials on its own systems where such information is processed directly by the payment provider.

Payment information processed by third-party payment providers is subject to their privacy and security practices. We encourage you to review the applicable provider's Privacy Policy before using payment-related features of the Services.

12. Sharing Your Personal Information

AWFER respects your privacy and does not sell your personal information.

We only share your personal information where necessary to operate the Services, comply with legal obligations, protect our users, or where you have instructed or authorised us to do so.

Your information may be shared with the following categories of recipients:

12.1 Drivers

When you request or complete a Trip, limited information may be shared with the Driver assigned to your Trip, including:

- Your first name;
- Pickup location;
- Destination location;
- Estimated pickup information;
- Trip-related information necessary to complete the Trip;
- Customer ratings where applicable.

This information enables Drivers to identify the correct Customer, complete the requested Trip, and safely provide transportation services.

12.2 Payment Service Providers

We share information with payment service providers to:

- Process customer payments;
- Process refunds where applicable;
- Verify payment transactions;
- Prevent fraud;
- Resolve payment disputes; and
- Comply with financial regulations.

12.3 Service Providers

We may share information with trusted third-party service providers that assist us in operating the Services, including providers of:

- Cloud hosting;
- Infrastructure;
- Data storage;
- Security monitoring;
- Customer communications;

- Payment processing;
- Technical support; and
- Other services necessary to operate the platform.

These providers are authorised to process personal information only as necessary to perform services on our behalf and are required to protect your information.

12.4 Regulatory Authorities and Law Enforcement

We may disclose personal information where required by law or where we reasonably believe disclosure is necessary to:

- Comply with legal obligations;
- Respond to lawful requests;
- Protect the rights, property, or safety of AWFER, our users, or others;
- Prevent or investigate fraud or criminal activity; or
- Enforce our Terms and Conditions.

12.5 Corporate Transactions

If AWFER is involved in a merger, acquisition, investment, financing, corporate restructuring, sale of assets, or similar business transaction, personal information may be transferred as part of that transaction, subject to applicable data protection laws.

Where required, we will notify affected users before such changes take effect.

13. International Data Transfers

Your personal information may be processed or stored in countries outside the United Kingdom where AWFER, its service providers, or infrastructure providers operate.

Where personal information is transferred internationally, AWFER will take appropriate measures to ensure that your information receives a level of protection substantially equivalent to that required under applicable data protection laws.

These measures may include:

- Adequacy Regulations approved by the UK Government;
- International Data Transfer Agreements (IDTAs);
- Standard Contractual Clauses or other legally recognised safeguards;
- Additional technical and organisational security measures where appropriate.

14. Data Retention

AWFER retains personal information only for as long as necessary to fulfil the purposes described in this Privacy Policy, comply with legal obligations, resolve disputes, enforce our agreements, and protect the integrity of the Services.

Retention periods may vary depending on the type of information involved.

For example, we may retain:

- Customer account information while your account remains active;
- Trip information and financial records where required for accounting, taxation, auditing, dispute resolution, or legal compliance;
- Payment and transaction records where required for financial or legal purposes;
- Security logs and authentication records for fraud prevention, security investigations, and system integrity;
- Customer support records for service improvement and dispute resolution.

When personal information is no longer required, AWFER will securely delete, anonymise, or otherwise dispose of it in accordance with applicable laws and our internal data retention procedures.

15. Security of Your Information

Protecting your personal information is a fundamental part of the Services provided by AWFER.

AWFER implements appropriate technical and organisational measures designed to protect your personal information against accidental or unlawful destruction, loss, alteration, unauthorised disclosure, unauthorised access, or any other unlawful form of processing.

Our security measures may include, but are not limited to:

- Encryption of data transmitted between your device and our Services using Transport Layer Security (TLS);
- Secure authentication mechanisms;
- Two-Factor Authentication (2FA);
- Email verification;
- Phone number verification;
- Secure account session management;
- Authentication token generation and invalidation;
- Trusted device management;
- Restricting each account to one active authenticated device where applicable;
- Monitoring authentication events and failed login attempts;
- Device-based security controls;
- Role-based access controls;
- Secure cloud hosting infrastructure;
- Continuous monitoring of system security and operational integrity.

15.1 Access Controls

Access to personal information is restricted to AWFER employees and authorised personnel who require such access to perform their job responsibilities.

All authorised personnel are subject to appropriate confidentiality obligations and are permitted to access personal information only where necessary for legitimate operational, customer support, security, regulatory, or legal purposes.

AWFER maintains administrative, organisational, and technical safeguards designed to prevent unauthorised access to personal information and to ensure that access is granted only on a need-to-know basis.

15.2 Account Security

AWFER maintains security controls designed to help protect customer accounts from unauthorised access.

These measures may include:

- Email verification;
- Phone number verification;
- Two-Factor Authentication (2FA);
- Automatic termination of existing sessions when an account signs in from another device;
- Trusted device recognition where appropriate;
- Authentication token invalidation following logout, password changes, or other security events;
- Security monitoring to detect suspicious or fraudulent activity.

Customers are responsible for maintaining the confidentiality of their account credentials and for notifying AWFER immediately if they believe their account has been compromised or accessed without authorisation.

15.3 No Absolute Security

Although AWFER applies industry-recognised security practices and continuously works to protect personal information, no method of electronic transmission over the Internet or method of electronic storage can be guaranteed to be completely secure.

Accordingly, while we take reasonable steps to safeguard your personal information, AWFER cannot guarantee the absolute security of information transmitted to or stored by the Services.

16. Your Privacy Rights

Depending on your location and applicable data protection laws, including the United Kingdom General Data Protection Regulation (UK GDPR), you may have certain rights regarding your personal information.

These rights may include:

16.1 Right of Access

You have the right to request confirmation of whether AWFER processes your personal information and, where applicable, to receive a copy of the personal information we hold about you.

16.2 Right to Rectification

You have the right to request that inaccurate or incomplete personal information be corrected or updated.

16.3 Right to Erasure

In certain circumstances, you may request that we delete your personal information where we no longer require it, where you withdraw consent (where applicable), or where processing is otherwise unlawful.

Please note that AWFER may retain certain information where required by applicable laws, accounting obligations, fraud prevention, dispute resolution, or the establishment, exercise, or defence of legal claims.

16.4 Right to Restrict Processing

You may request that we restrict the processing of your personal information in circumstances permitted by applicable law.

16.5 Right to Data Portability

Where processing is based on your consent or a contract and carried out by automated means, you may request a copy of certain personal information in a structured, commonly used, and machine-readable format.

16.6 Right to Object

You may object to certain processing activities where AWFER relies on its legitimate interests as the lawful basis for processing.

16.7 Right to Withdraw Consent

Where processing is based on your consent, you may withdraw that consent at any time.

Withdrawal of consent will not affect the lawfulness of processing carried out before consent was withdrawn.

16.8 Exercising Your Rights

To exercise any of your privacy rights, please contact us using the contact details provided in this Privacy Policy.

We may request reasonable information to verify your identity before responding to your request.

17. Cookies and Similar Technologies

The AWFER website may use cookies and similar technologies to improve website functionality, maintain security, remember user preferences, analyse website performance, and enhance the user experience.

Cookies are small text files stored on your device by your web browser.

Where required by law, AWFER will request your consent before placing non-essential cookies on your device.

You can control or disable cookies through your browser settings. Please note that disabling certain cookies may affect the functionality of the AWFER website.

This section applies primarily to the AWFER website. The AWFER customer mobile application may use similar technologies where necessary for security, authentication, and the operation of the Services.

18. Customer Communications

AWFER may send communications to Customers where necessary to provide and operate the Services.

These communications may include:

- Account notifications;
- Trip confirmations;
- Driver assignment information;
- Driver arrival notifications;
- Trip status updates;
- Payment confirmations;

- Security alerts;
- Verification requests;
- Policy updates;
- Service announcements;
- Customer support communications.

Certain service-related communications are necessary for the operation of the Services and may continue even where you have disabled optional communications.

Where we send optional communications, we will provide appropriate controls to manage your communication preferences where required by applicable law.

19. Changes to This Privacy Policy

AWFER may update this Privacy Policy from time to time to reflect changes to our Services, technology, legal requirements, or business operations.

When we make material changes, we will update the "Last Updated" date shown at the beginning of this Privacy Policy and, where appropriate, notify you through the Services or by other reasonable means.

We encourage you to review this Privacy Policy periodically to remain informed about how we protect your personal information.

Your continued use of the Services following the effective date of an updated Privacy Policy constitutes your acknowledgement of the revised Privacy Policy, subject to applicable law.

20. Contact Us

If you have any questions about this Privacy Policy, your personal information, or how AWFER processes your data, please contact us:

Awfer Tech Ltd

Registered Office:

22a Channel View Crescent, Portishead, Bristol, England, BS20 6LY

United Kingdom

Email: contact@awfer.net

Website: <https://awfer.net>

If you are not satisfied with our response to your privacy concerns, you may have the right to lodge a complaint with the relevant supervisory authority responsible for data protection in your jurisdiction.

For individuals in the United Kingdom, this is generally the Information Commissioner's Office (ICO).

21. Commitment to Privacy

AWFER is committed to protecting the privacy, security, and confidentiality of the personal information entrusted to us.

We design and operate our Services with privacy and security in mind and continuously review our practices to ensure they remain appropriate, transparent, and compliant with applicable data protection laws.

We do not sell your personal information. We do not use your personal information for unrelated advertising purposes. We process personal information only where necessary to provide the Services, comply with legal obligations, protect our users, or where otherwise permitted by applicable law.

We appreciate the trust that Customers place in AWFER and remain committed to handling personal information responsibly, securely, and transparently.