ARRIVO RIDES

Passenger privacy notice

Private contact profiles

When you select Review my transfer, we save your name, email and phone in a private customer profile to handle your transfer request. Profiles expire after 30 days. This does not create a login, confirm a booking or subscribe you to marketing.

Black Fleet London Ltd, company 12535432, is responsible for personal information used to provide Arrivo Rides bookings. Use our Contact form or write to Unit 16B, Rippleside Commercial Estate, Ripple Road, Barking, IG11 0RJ.

Contact enquiries

When you submit the contact form, we save your name, email, optional phone number, message, topic and any booking reference to answer your request and keep a record of its receipt. Contact enquiries are held privately for 90 days from submission and then deleted. Records needed for a booking, dispute or legal obligation are handled separately under the retention rules below. No login account or marketing subscription is created.

What we use and why

We use your name, email, phone number, journey addresses and times, flight and terminal details, passenger counts, luggage and relevant seat requests to arrange and perform your transport contract. We use payment references, amounts and refund records for payment administration, accounting and legal obligations. We do not store your full card number or security code; Stripe processes payment details.

Each child's age is collected in the booking form to arrange child travel. If further details are needed to confirm suitable child seat or booster arrangements, the team will ask privately. Do not include unrelated sensitive information in free text. If you choose to share specific assistance needs, we use them only to coordinate that request and protect access to the information.

Who receives information

The allocated licensed driver receives the journey and contact details needed for collection. Our hosting and email providers process site and confirmation data. Stripe processes payments. We use Twilio and Meta/WhatsApp for operational booking and cancellation alerts to our team. If you choose WhatsApp service updates in the booking form, these providers also process your phone number and the journey, payment-confirmation and cancellation details needed to deliver those updates to you. This choice is optional, is not marketing permission and does not stop email confirmations. You can ask our team to stop future WhatsApp updates. When you use a prepared WhatsApp contact link, your message is sent only when you choose to send it. WhatsApp delivery records held in our site are removed after 30 days; the booking and payment records follow the retention periods below. An address postcode is sent to postcodes.io to check the service area; your name and street address are not sent for that check.

Address search suggestions

When Google address suggestions are enabled, the address text you type for a search, the selected place identifier, language and a search-session identifier are sent to Google through our server. We do not send your name, email, phone or payment details for this search. An automatic driving quote requires a verified address selection. You can also choose the optional map or device-location controls; we check your selected location before showing a fare. Search text is sent while you use the enabled address search. Check the full address and postcode; suggestions do not determine your fare or eligibility within the M25. Google processes this information under the Google Privacy Policy. Use of the suggestions is also subject to the Google Maps/Google Earth Additional Terms of Service.

For an automatic driving quote, we send your selected pickup and drop-off locations to Google Routes API to calculate road distance. Google processes this request under its Privacy Policy. We retain our own confirmed fare and booking details, rather than a cache of Google route distances, directions or geometry. Address selection must match the verified postcode; if it cannot be verified, contact us before booking.

Security and retention

Your booking link contains a secret access token. Keep it private and contact us if it is shared accidentally. Booking records are retained for at least the period required by TfL, normally 12 months. Accounting and payment records may be kept for 6 years in accordance with company record obligations. Unpaid and expired booking attempts are reviewed for earlier removal where they are no longer needed. Relevant records may be retained longer to resolve a dispute or meet a legal requirement; we minimise or delete unnecessary information.

Service providers may process data outside the UK. Where required, applicable international transfer safeguards must be used. We use essential site/session security and booking storage. This passenger interface does not require advertising cookies. Our Contact form remains available for general enquiries; the driving calculator requires a verified location. We do not provide personalised manual quotations. Any future optional analytics or advertising must be disclosed and consent obtained where required.

Your choices and rights

You may ask to access, correct, restrict, delete or obtain a copy of your information, or object to processing where applicable. Some records cannot be deleted while required for legal obligations or a live booking. We may verify your identity before responding. Use our Contact form. You can also complain to the Information Commissioner's Office at ico.org.uk. You do not have to opt into marketing to book a transfer.

Optional location and map controls

Using your location is optional. We request browser location permission only when you select Use my location. To confirm a location, the coordinates you choose are sent through our server to Google Geocoding. Address searches use Google Places, road routes use Google Routes, and an opened interactive map uses Google Maps. The selected pin, confirmed address and any building or entrance instructions are used to check coverage, calculate your fare and carry out your booking. Moving the map alone does not request a new driving quote.

You can search for an address instead of sharing your device location. We do not continuously track the passenger from this booking form. If you change a location, we check it and display the revised fare before payment. Short-lived route geometry and quote proofs are not retained in the permanent booking record.

Black Fleet London Ltd | Company 12535432 | TfL operator licence 01040201.
Unit 16B, Rippleside Commercial Estate, Ripple Road, Barking, IG11 0RJ.