

## 1. Controller and contact details

This is the joint privacy policy of Worker Info Exchange (**WIE**) and Stichting WIE International (**WIE International**). WIE and WIE International are joint controllers under article 26 of the EU General Data Protection Regulation (**GDPR**) for the processing of your personal data as described in this privacy policy. Personal data is collected, processed and secured in accordance with the GDPR.

Worker Info Exchange is a non-profit organisation registered in the UK as Platform Info Exchange, company number: 11891546, and is established at Broxhead House, 60 Barbados Road, Bordon GU35 0FX, United Kingdom. WIE is [registered with the UK Information Commissioner](#) as a data controller with registration number ZB297201.

WIE International is a non-profit organisation registered in the Netherlands, Chamber of Commerce number: 98567683, and is established at Strawinskylaan 1431, 1077 XX, Amsterdam, the Netherlands.

If you wish to exercise your rights in relation to your personal data, or if you have any questions or comments about this privacy policy, please send an email to [info@workerinfoexchange.nl](mailto:info@workerinfoexchange.nl). We will respond to your request within the statutory time frames.

## 2. Whose personal data do we process?

We process personal data of individuals who give us their permission and mandate to file Data Subject Access Requests and Data Portability Requests on their behalf with Uber (**DSARs**) via .

## 3. What personal data do we process?

Category of personal data	Examples
Data collected when you <b>mandate us to file DSARs</b>	<ul style="list-style-type: none"><li>- Name (first and last)</li><li>- Email address</li><li>- Phone number</li><li>- Address (incl. city, postal code and country)</li><li>- Timestamp: your IP-address and date and time of your registration</li><li>- Agreed GDPR mandate form and any data contained in the form</li><li>- A copy of your driver license and/or ID</li></ul> <p>It is necessary to collect this information so that we can securely authenticate your identity to Uber. Copies of driver license &amp; passport ID are immediately deleted and not held after your identity has been authenticated</p>
Data collected through <b>DSARs with Uber on your behalf</b>	<p>Data from your Uber Driver account and any other data Uber has regarding you, such as:</p> <p>Data you may have provided to Uber:</p>

	<ul style="list-style-type: none"> <li>- Name (first and last)</li> <li>- Email address</li> <li>- Phone number</li> <li>- Address</li> <li>- Vehicle details including registration, serial number, fuel type, make and model</li> <li>- Device details including IP address, IMEI numbers and ad services identifiers</li> </ul> <p>Data Uber observed about you at work including:</p> <ul style="list-style-type: none"> <li>- Duration of use of the app</li> <li>- Ride history (trips and orders)</li> <li>- Location data</li> <li>- Cancellation rates</li> <li>- Driver ratings</li> <li>- Fraud and security events data including biometric, location and other forms of identity checks</li> <li>- Telematics data including braking and acceleration data</li> <li>- Messages and notifications sent by Uber to you and vice versa</li> <li>- Complaints and compliments made by customers to Uber about you</li> <li>- Restrictions on app services made by Uber affecting you</li> </ul> <p>Data created by Uber based on inferences about you including:</p> <ul style="list-style-type: none"> <li>- Performance profiles including earnings, acceptance rates, customer service interactions</li> <li>- Profiles about you used in automated decision making at work</li> <li>- Profiles relating to fraud and security including fraud probability scores</li> </ul>
Data serving as <b>evidence to substantiate your claims against Uber</b>	<ul style="list-style-type: none"> <li>- Data from your Uber Driver account, such as duration of use, ride history and income statements</li> <li>- Data concerning your business, including a Chamber of Commerce extract and other trade register data</li> <li>- Personal data contained in documents submitted to us in support of your claim</li> <li>- Date and time of your registration</li> </ul>
Data for <b>handling the claim and payment</b>	<ul style="list-style-type: none"> <li>- Bank account number</li> <li>- Amount of compensation</li> </ul>

<b>Communication and correspondence</b> with you	<ul style="list-style-type: none"> <li>- Name (first and last)</li> <li>- Email address</li> <li>- Phoner number</li> <li>- Address (incl. city, postal code and country)</li> <li>- Content of messages</li> </ul>
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#### 4. For what purposes and on what legal basis do we process personal data?

We only process your personal data where necessary and then only in accordance with our charitable mission in support of workers. We will never sell your data to third parties or share it for any commercial purposes such as advertising or marketing.

In the following we describe how the purposes for which we use your data:

- **Filing Data Subject Access Requests and Data Portability Requests** with Uber on your behalf.  
Legal basis: Performance of a contract.
- Securely **authenticating your identity** to Uber before we file a DSAR. Copies of driver license & passport ID are immediately deleted and not held after your identify has been authenticated.  
Legal basis: Regulatory compliance.
- **Preparing and conducting legal proceedings and handling claims**, judgments and/or settlements, corresponding with you about your claim, processing payments for compensation, keeping records and processing opt-outs  
Legal basis: Performance of a contract / Compliance with a legal obligation (WAMCA and fiscal/administrative obligations)
- **Investigating your work-related data** in order to assess whether Uber processes your data in accordance with the GDPR, to advise you and support you in any potential dispute with Uber or regulatory authorities  
Legal Basis: Our legitimate interests as a digital rights NGO to use your data to further our objectives of advancing worker digital rights. This may also include processing your data for the purposes of administration, research, advocacy, communication, marketing and regulatory compliance.
- **Aggregating your data with the data of other workers** so we can provide workers and their unions insight on working conditions  
Legal basis: Our legitimate interests as a digital rights NGO to use your data to further our objectives of advancing worker digital rights. This may also include processing your data for the purposes of administration, research, advocacy, communication, marketing and regulatory compliance.
- **Communicating with you**, responding to questions, requests or complaints, and informing you about your DSARs  
Legal basis: Performance of a contract

## **5. How do we obtain personal data?**

All personal data is obtained directly from you, when you mandate us to file DSARs on your behalf or when you provide us with the results of a DSAR, or from Uber, when it responds to DSARs filed on your behalf.

## **6. With whom do we share personal data?**

### **6.1. Processors**

WIE and WIE International uses third-party service providers, such as website and database hosting providers and administrative and financial service providers, to process your personal data for the purposes described above. These are processors within the meaning of the GDPR. They may only process personal data on WIE and WIE International's instructions and not for their own purposes. WIE and WIE International have concluded data processing agreements with these parties.

### **6.2. Other controllers in the context of the proceedings**

WIE and WIE International may share your personal data with other third parties where necessary for the purposes described in this privacy policy in the context of (preparing or handling) a case, including legal proceedings. This may include lawyers, counterparties and other litigants, litigation funders, experts, courts, bailiffs and similar parties. For processing payments, we will share your data with our bank. Where possible, data will be pseudonymised, aggregated or anonymised. The processing of personal data by these parties is governed by the respective party's own privacy policy. For more information about third parties with whom we shares your personal data, please contact us.

### **6.3. Academics, NGOs and ttrade unions**

Your work-related data may be shared with selected academic and public interest research groups to advance our work in advocating for the rights of workers and for improved working conditions. Any such sharing would be subject to a data sharing agreement.

Your work-related data may also be shared with your nominated trade union or worker representative organisation where one has been identified by you. Any such sharing would be subject to a data sharing agreement. You have the right to revoke this permission by simply emailing us at [info@workerinfoexchange.nl](mailto:info@workerinfoexchange.nl).

### **6.4. Other disclosures**

WIE and WIE International will only share your personal data with other third parties if you have given prior consent, to comply with (legal) obligations, or where necessary to protect the legitimate interests of WIE, WIE International and/or third parties.

## **7. Do we transfer personal data to third countries?**

Your personal data will only be stored and processed outside the European Economic Area (EEA) by us or by third parties engaged by us if such transfer complies with applicable rules on international transfers. If data is transferred to countries outside the EEA that do not necessarily provide an adequate level of protection, we enter into (model) contracts approved by the European Commission and implemented additional safeguards wherever possible.

## 8. How long do we retain personal data?

WIE and WIE International do not retain your personal data longer than necessary to achieve the purposes for which it was collected.

## 9. What are your rights?

Under the GDPR you have the following rights:

- Access: to obtain access to your personal data and information about its processing.
- Rectification: to have inaccurate data corrected or incomplete data completed.
- Erasure: to request deletion of your personal data in certain cases (e.g. when no longer needed).
- Restriction: to request a temporary pause of processing, for example while accuracy is being verified.
- Objection: to object to processing based on legitimate interest, unless we demonstrate compelling grounds.
- Direct marketing: to object at any time to the use of your data for direct marketing.
- Data portability: to receive your data or have it transferred to another party in a structured, commonly used format.
- Withdrawal of consent: to withdraw your consent at any time (without affecting past processing).

You can submit a request via [info@workerinfoexchange.nl](mailto:info@workerinfoexchange.nl). We will respond within one (1) month, extendable by two months where necessary (we will inform you of any extension).

You also have the right to lodge a complaint with us or with the Dutch supervising authority, the *Autoriteit Persoonsgegevens*: <https://autoriteitpersoonsgegevens.nl/en/lodge-a-complaint>, or with the UK supervising authority, the Information Commissioner's Office: <https://ico.org.uk/make-a-complaint/>.

## 10. How do we secure personal data?

WIE and WIE International take the protection of your data seriously and implements appropriate measures to prevent misuse, loss, unauthorised access, unwanted disclosure and unauthorised alteration. If you believe your data is not properly secured or if there are indications of misuse, please contact us at [info@workerinfoexchange.nl](mailto:info@workerinfoexchange.nl).

## 11. Can WIE and WIE International amend this privacy policy?

This privacy policy was last updated on 18 November 2025. We may amend this privacy policy at any time. Substantial changes will be brought to your attention. Previous versions will remain available on our website.