



DELIVEROO UK RIDER DATA TERMS

1. DEFINED TERMS

1.1 In these Terms:

"Agreement" means the Supplier Agreement between you and Deliveroo;

"Controller", "Processor", "Personal Data" and **"processing"** all have the meanings given to them in DP Laws (and related terms like "process" have corresponding meanings);

"Customer" means a customer of Deliveroo;

"Customer Data" means Personal Data relating to Customers which you receive while providing the Services;

"Customer Data Breach" means a breach of security or other action or inaction leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, Customer Data;

"DP Laws" means any applicable law, enactment, regulation relating to the processing, privacy, and use of Personal Data, that applies to you, Deliveroo and/or the Services, including:

- (a) any laws or regulations implementing EU Directives 95/46/EC (Data Protection Directive) or 2002/58/EC (ePrivacy Directive);
- (b) the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679); and
- (c) any approved codes of conduct or approved certification mechanisms issued by any relevant Supervisory Authority in relation to (a) or (b),

in each case, as in force and applicable; and

"Supervisory Authority" means any local, national or multinational body responsible for administering DP Laws,

and any other defined terms shall have the meaning described in your Agreement.

2. PERSONAL DATA

Your Personal Data

- 2.1 Personal Data about you and/or your substitute will be processed in accordance with Deliveroo's privacy policy at <https://rider.deliveroo.co.uk/rider-privacy>. You must ensure that this privacy policy is made available to any substitute and that the substitute understands that their Personal Data processed by Deliveroo will be shared with you.

Customer Personal Data

- 2.2 In relation to the Customer Data, Deliveroo is a Data Controller and you are a Data Processor.
- 2.3 You and Deliveroo shall have the rights and obligations as set out in these Terms.

3. DATA PROCESSING OBLIGATIONS

- 3.1 You and Deliveroo will each comply with DP Laws and respective obligations under these Terms.
- 3.2 The details of the Customer Data that you process when providing Services to Deliveroo are set out in the Appendix to these Terms, below.
- 3.3 When you choose to provide Services to Deliveroo, you will:
- 3.3.1 only process the Customer Data as required to provide the Services, including as notified to you through the App provided by Deliveroo;
 - 3.3.2 inform Deliveroo as soon as reasonably possible:
 - (a) of any legal requirement that would require you to process the Customer Data other than as described in clause 3.3.1 above; or

- (b) if you are not able to provide the Services in compliance with DP Laws or these Terms;
- 3.3.3 put in place and maintain appropriate measures to ensure that your processing of Customer Data is secure, for example, you should maintain password protection on the smartphone that you use to provide the Services and keep your App log-in details and password confidential at all times (except for providing them to a substitute in accordance with these Terms);
- 3.3.4 ensure that any substitutes processing Customer Data on your behalf have committed to keeping Customer Data confidential and to treating it in accordance with these Terms;
- 3.3.5 assist Deliveroo with Deliveroo's obligations to respond to any requests made by Customers exercising their rights under DP Laws, including to ensure that any such requests you receive are recorded and then provided to Deliveroo within four days of you receiving them;
- 3.3.6 provide reasonable assistance, information and co-operation to Deliveroo to assist Deliveroo in complying with its obligations under DP Laws;
- 3.3.7 allow inspections to be carried out by or on behalf of Deliveroo to determine your compliance with obligations under DP Laws;
- 3.3.8 notify Deliveroo of any Customer Data Breach (and provide Deliveroo with details of such breach) without undue delay (but no later than 48 hours after becoming aware of the Customer Data Breach); and
- 3.3.9 never retain any Customer Data after completion of, or
- unassignment from, an order (unless necessary in order to provide the Services and in accordance with these Terms) and without unreasonable delay after Deliveroo's written request at any time, securely delete, return to Deliveroo or remove your access to any Customer Data.
- 3.4 When providing the Services to Deliveroo there will be no need for you to transfer Customer Data out of the EEA, but please be aware that under DP Laws this type of data transfer is not permitted without Deliveroo's prior written consent. If Deliveroo provides its consent, such transfer (and any onward transfer) must:
- 3.4.1 be made under a written contract;
- 3.4.2 be subject to appropriate safeguards; and
- 3.4.3 otherwise comply with DP Laws.
- 3.5 You have the right, without the need to obtain Deliveroo's separate prior approval, to arrange for a substitute to process the Customer Data on your behalf. It is your responsibility to ensure that substitutes have the relevant skills and training. This can include provision of the Services by others who are employed or engaged directly by you; however, it may not include (and Deliveroo may object to you using) an individual who has previously had their Supplier Agreement terminated by Deliveroo for a serious or material breach of contract or who (while acting as a substitute, whether for you or a third party) has engaged in conduct which would have provided grounds for such termination had they been a direct party to a Supplier Agreement.
- 3.6 All acts and omissions of the substitute will be treated as though those acts and/or omissions were your own. You will ensure the substitute understands and complies with the same data protection obligations as set out in these Terms.

APPENDIX: DATA PROCESSING DETAILS

Description of processing:	To collect Order Items from Partners and to deliver these to Customers
Length of processing:	During your provision of Services for Deliveroo
Purpose of processing:	To allow you to collect Order Items from Partners and to deliver these to Customers
Types of Personal Data being processed:	Customer's name, delivery address and Order Items
Types of Data Subjects:	Customers