

Ola - Licence conditions

Condition 1:

The operator shall maintain an independent assurance procedure designed to review and validate the effectiveness of its systems, policies, procedures and oversight mechanisms for promoting compliance with its obligations as a licensed operator in accordance with the 1998 Act as well as any prescribed or non-prescribed conditions.

Condition 2:

The operator shall provide notification to the licensing authority under Regulation 9(13) of the 2000 Regulations no later than 28 days before the change is made and such notification shall include an assessment of any risk(s) to public safety.

Condition 3:

The operator shall, to the extent permitted by law, provide a written report to any relevant regulatory and law enforcement authority in the United Kingdom, and to the extent permitted by law, to the licensing authority of all data breaches, material data losses or infringements of data protection law affecting the data of drivers and/or customers, whether those incidents occur in the United Kingdom or elsewhere. Following any report made, the operator shall co-operate fully, openly and transparently with any investigation conducted by any regulatory or law enforcement authority and/or by the licensing authority.

In addition, the operator shall, to the extent permitted by law, provide written notification to the licensing authority of the outcome of all investigations, in the United Kingdom or elsewhere, concerning data breaches, material data losses or infringements of data protection law affecting the data of drivers and/or customers.

Condition 4:

The operator shall provide training to all drivers to ensure that any advanced bookings of private hire vehicles at separate fares are carried out safely.

Condition 5:

The operator shall ensure that appropriate insurance is held for private hire vehicles carrying out bookings accepted at separate fares

Condition 6:

The operator shall ensure that risk assessments are carried out for services in which passengers travel at separate fares.

Condition 7:

The operator shall seek to confirm the validity of both:

- The London PHV driver's licence;
- and the London PHV licence

before making that driver and that vehicle available to carry out private hire bookings using TfL's Licence Checker.