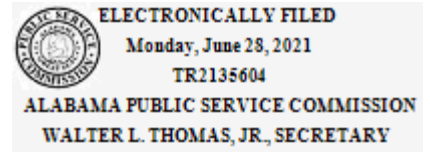


Andrew Collins  
Counsel  
andrew.collins@uber.com

Rasier, LLC  
1515 3rd Street  
San Francisco, CA 94158



June 16, 2021

***VIA ELECTRONIC FILING & EXPRESS MAIL***

Mr. Walter L. Thomas, Jr.  
Secretary of the Commission  
State of Alabama Public Service Commission  
100 N. Union Street  
Montgomery, AL 36104

***Re: Rasier, LLC's Application for Renewal of Transportation Network Company Permit***

Dear Mr. Thomas:

Enclosed please find Rasier, LLC's application for a renewal of its transportation network company permit with exhibits.

Thank you for your time and consideration in this matter. Please do not hesitate to contact me if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'AC', written over a light blue rectangular background.

Andrew Collins  
Counsel for Rasier, LLC

**APSC FORM TNC-2**  
(Transportation Network Company)

**DOCKET NO.** \_\_\_\_\_  
(Commission use only)

**APPLICATION FOR RENEWAL OF TNC PERMIT**  
**Before the**  
**ALABAMA PUBLIC SERVICE COMMISSION**  
**P.O. BOX 304260**  
**MONTGOMERY, AL 36130**

This Application for Renewal should be typed or neatly printed, properly signed and sworn to, and filed with the **\$300** application fee (**cashier's check, money order, or electronic funds transfer**) with the Alabama Public Service Commission.

Applicant understands that the filing of this application does not, in itself, constitute authority to operate; will submit such additional information in connection with this application as the Commission may require; and will comply with requirements of the Code of Alabama 1975, and the rules and regulations of the Commission as applicable to TNCs.

<b>SECTION I</b>		
Applicant <u>Rasier, LLC</u> <div style="text-align: right; font-size: small;">(Legal name)</div>		
Doing Business as <u>N/A</u> <div style="text-align: right; font-size: small;">(Trade name)</div>		
Business Address <u>1515 3rd Street, Attn: Legal</u> <div style="text-align: right; font-size: small;">(Must be a physical address – cannot be a post office box)</div>		
<u>San Francisco</u> <div style="text-align: right; font-size: small;">(City)</div>	<u>CA</u> <div style="text-align: right; font-size: small;">(State)</div>	<u>94158</u> <div style="text-align: right; font-size: small;">(Zip Code)</div>
Mailing Address <u>1515 3rd Street, Attn: Legal</u> <div style="text-align: right; font-size: small;">(May be a post office box)</div>		
<u>San Francisco</u> <div style="text-align: right; font-size: small;">(City)</div>	<u>CA</u> <div style="text-align: right; font-size: small;">(State)</div>	<u>94158</u> <div style="text-align: right; font-size: small;">(Zip Code)</div>
Primary Contact <u>Andrew Collins, Counsel</u> <div style="text-align: right; font-size: small;">(Name and Position)</div>		
<u>Washington</u> <div style="text-align: right; font-size: small;">(City)</div>	<u>District of Columbia</u> <div style="text-align: right; font-size: small;">(State)</div>	<u>20036</u> <div style="text-align: right; font-size: small;">(Zip Code)</div>
<u>(404) 668-9993</u> <div style="text-align: right; font-size: small;">(Phone Number)</div>	<u>andrew.collins@uber.com/regulatory@uber.com</u> <div style="text-align: right; font-size: small;">(Fax Number)</div>	<u>andrew.collins@uber.com/regulatory@uber.com</u> <div style="text-align: right; font-size: small;">(E-mail Address)</div>

## **SECTION II**

By signing this application, the Applicant, or a designated representative of the Applicant, swears or affirms that the Applicant has or will comply with the following:

- 1) TNC shall disclose to the rider the fare or fare calculation in its digital network. If the fare is not disclosed to the rider before the beginning of the prearranged ride, the rider shall have the option to receive an estimated fare before the beginning of the prearranged ride.
- 2) TNC's digital network shall display a picture of TNC driver, the first name of the TNC driver, and the make, model, and license plate number of the TNC's driver vehicle before the rider enters the TNC vehicle.
- 3) Within a reasonable period of time following the completion of a trip, a TNC shall transmit an electronic receipt to the rider that lists all of the following: the origin and destination of the trip; the total time and distance of the trip; the total fare paid; and the TNC driver's first name.
- 4) TNC shall complete all of the required statutory checks before allowing an individual to accept trip requests through that TNC's digital network as a driver.
- 5) TNC has established and shall enforce a zero-tolerance intoxicating substance policy for TNC drivers that prohibits any amount of intoxication of the driver while providing transportation network services.
- 6) TNC shall include on its website, in a prominent location, a notice concerning the TNC's zero tolerance substance policy and the means to make a complaint about a suspected violation of the policy.
- 7) Upon receipt of a rider complaint alleging a violation of the zero tolerance intoxicating substance policy, the TNC shall immediately suspend the TNC driver's access to the TNC's digital network and conduct an investigation into the reported incident. The suspension shall last the duration of the investigation.
- 8) The TNC has adopted a policy of nondiscrimination against riders or potential riders who are protected by Title 7, Civil Rights Act of 1964, 42 U.S.C. 200e. et. Seq. or the Americans With Disabilities Act of 1990. TNC may not impose additional charges for providing services to individuals with physical disabilities because of those disabilities.
- 9) TNC shall maintain an agent for service of process in the State.
- 10) TNC shall maintain records as required by the Act.

### SECTION III

Submit all documents listed below that have **changed** since initial TNC permit application:

- 1) Articles of Incorporation or Organization filed with the Alabama Secretary of State. If a foreign corporation or LLC, attach registration with the Alabama Secretary of State
- 2) TNC's Nondiscrimination Policy
- 3) TNC's Zero Tolerance Intoxicating Substance Policy adopted in compliance with Section 11 of the Act, provided to TNC drivers, including a link to TNC's website to facilitate complaints about a suspected violations of the policy
- 4) TNC's fare guidelines identifying the method the TNC proposes to use to calculate customer fares or the applicable rates for TNC services
- 5) TNC's Trade Dress with dimensions and location of placement on drivers' vehicles
- 6) TNC's Record Retention Policy
- 7) TNC policy regarding periodic checks of TNC drivers
- 8) Certificate of insurance evidencing compliance with Chapter 7C of Title 32 of the Code of Alabama 1975
- 9) TNC's procedures for responding to requests from law enforcement
- 10) Name of agent for service of process in the state
- 11) Copy of TNC Vehicle Safety Inspection Form

### OATH

County of Allegheny  
State of Pennsylvania

Name of Affiant, Larissa Lewis being duly sworn/affirmed, states that he/she files this Application as (indicate whether owner, officer, or other authorized representative of Applicant) authorized representative, that in such capacity, he/she is qualified and authorized to file and verify such Application; that he/she has carefully examined all the statements and matters contained in the Application, and that all such statements made and matters set forth herein are true and correct to the best of his/her knowledge, information, and belief and that he/she is a United States Citizen.

(Signature of Affiant) [Signature]

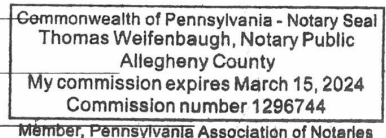
Subscribed and sworn to before me, a Notary in and for said State and County above named.

Date: June 22, 2021

(Notary Public) [Signature]

(Seal)

My Commission Expires: March 15, 2024



# EXHIBIT A

John H. Merrill  
Secretary of State

P.O. Box 5616  
Montgomery, AL 36103-5616

# STATE OF ALABAMA

**I, John H. Merrill, Secretary of State of Alabama, having custody of the Great and Principal Seal of said State, do hereby certify that**

the entity records on file in this office disclose that Rasier, LLC a Delaware entity, qualified in the State of Alabama on August 19, 2014. The Alabama Entity Identification number for this entity is 315-950. I further certify that the records do not disclose that said qualification has been revoked, cancelled or terminated.



20210608000015180

**In Testimony Whereof, I have hereunto set my hand and affixed the Great Seal of the State, at the Capitol, in the city of Montgomery, on this day.**

06/08/2021

Date

A handwritten signature in black ink that reads 'J. H. Merrill'.

John H. Merrill

Secretary of State

# EXHIBIT B

# Zero Tolerance Policy

Uber does not tolerate the use of alcohol or drugs by drivers using the Uber app. If you believe your driver may be under the influence of drugs or alcohol, please ask the driver to END THE TRIP IMMEDIATELY. Then exit the car and call 911.

After the driver has ended the trip, please report any feedback directly in the app by tapping Help from the menu and selecting your issue. You can also get in contact by visiting [help.uber.com](https://help.uber.com) or emailing [customercomplaints@uber.com](mailto:customercomplaints@uber.com).

Uber will promptly suspend account access upon receipt of a report from any person who reasonably suspects the driver is under the influence of drugs or alcohol while providing rideshare services or delivery services for further investigation.

Read Uber's [Community Guidelines](#) to learn more about how Uber enforces this policy.

## Drugs and alcohol

Drug use and open containers of alcohol are never allowed while using the Uber Marketplace Platform.

If you're a driver or delivery person, by law you cannot drive or bike while intoxicated. The law prohibits driving or biking while under the influence of alcohol, drugs, or any other substance that impairs your ability to safely operate a vehicle or bicycle. If you encounter a rider who is too drunk or rowdy, you have the right to decline the trip for your own safety.

If you're a rider and you have reason to believe your driver may be under the influence of drugs or alcohol, ask the driver to end the trip immediately. Then exit the vehicle and call 911. Once you have left the vehicle, please also report your experience to Uber.



# EXHIBIT C

# How are fares calculated?

In most cities, riders are offered an upfront price, based on the estimated length of the trip. Prices may also include:

- A base rate
- Tolls and surcharges
- Surge pricing
- A booking or marketplace fee
- Route based adjustments
- Applicable promotions
- Pool discounts

When you request a ride, you agree to be charged the upfront price when the trip ends. Your price may increase if you travel to a different destination, make extra stops along the route, the trip takes much longer than expected, or if your driver passed through a toll that was not factored into your upfront price. Additionally, under certain circumstances, we may adjust your trip payment after a trip—for example, a driver notifies us that he or she paid the cash rate at a toll rather than the toll pass rate (which we use as the default reimbursement rate from the rider to the driver for all tolls).

If an upfront price is not honored, you will either be charged the minimum price or a price based on the measured time and distance for your trip, including any base rate, booking fee, surcharges, tolls, and other relevant factors such as a dynamic pricing charge.

You'll always get a receipt for any trip price. If your final charge is different than the upfront price you agreed to, your receipt will explain why.

## POST-TRIP PRICES

Some cities do not provide upfront prices. Instead, you're charged either a minimum price or a price based on the time and distance for your trip's route, which may include a base fare, a Booking Fee, surcharges, tolls, and surge pricing. Prices may vary by location, the vehicle option you select, and other factors.

\* Time and distance pricing does not apply to Uber Reserve, which is paid as an upfront fare.

# EXHIBIT D

PROGRESSIVE  
PO BOX 94739  
CLEVELAND, OH 44101



**Policy number: 06250463-4**

Underwritten by:  
United Financial Casualty Company  
Process Date: March 01, 2021  
Page 1 of 1

## Certificate of Insurance

### Certificate Holder

Uber Technologies, Inc.  
1515 3rd Street  
San Francisco, CA 94158

### Insured

Rasier, LLC  
Rasier-CA, LLC  
Rasier-DC, LLC  
Rasier-PA, LLC  
Rasier-MT, LLC  
Hinter-NM, LLC  
1515 3rd Street  
San Francisco, CA 94158

### Agent

PROGRESSIVE COMMERCIAL  
PO BOX 94739  
CLEVELAND, OH 44101

This document certifies that insurance policies identified below have been issued by the designated insurer to the insured named above for the period(s) indicated. This Certificate is issued for information purposes only. It confers no rights upon the certificate holder and does not change, alter, modify, or extend the coverages afforded by the policies listed below. The coverages afforded by the policies listed below are subject to all the terms, exclusions, limitations, endorsements, and conditions of these policies.

Policy Effective Date: March 01, 2021

Policy Expiration Date: March 01, 2022

### Insurance coverage(s)

### Limits

### Deductible

### Liability To Others

Bodily Injury Liability

\$50,000 each person/\$100,000 each accident

Property Damage Liability

\$25,000 each accident

### Description of Operations/Location/Vehicles/Special Items

"TNC driver" is an individual that is operating a motor vehicle in connection with the named insured's "covered TNC operations" and is logged on to the named insured's "ride-share application" with "valid credentials" and is "available to receive requests" for "covered TNC operations," but has not recorded acceptance of a request in the "ride-share application".

**If a policy described above is cancelled mid-term, notice will be delivered in accordance with that policy's provisions.**

PROGRESSIVE  
PO BOX 94739  
CLEVELAND, OH 44101



**Policy number: 06250454-4**

Underwritten by:  
United Financial Casualty Company  
Process Date: March 01, 2021  
Page 1 of 2

## Certificate of Insurance

### Certificate Holder

Uber Technologies, Inc.  
1515 3rd Street  
San Francisco, CA 94158

### Insured

Rasier, LLC  
Rasier-CA, LLC  
Rasier-DC, LLC  
Rasier-PA, LLC  
Rasier-MT, LLC  
Hinter-NM, LLC  
1515 3rd Street  
San Francisco, CA 94158

### Agent

PROGRESSIVE COMMERCIAL  
PO BOX 94739  
CLEVELAND, OH 44101

This document certifies that insurance policies identified below have been issued by the designated insurer to the insured named above for the period(s) indicated. This Certificate is issued for information purposes only. It confers no rights upon the certificate holder and does not change, alter, modify, or extend the coverages afforded by the policies listed below. The coverages afforded by the policies listed below are subject to all the terms, exclusions, limitations, endorsements, and conditions of these policies.

Policy Effective Date: March 01, 2021

Policy Expiration Date: March 01, 2022

### Insurance coverage(s)

### Limits

### Deductible

#### Liability To Others

Bodily Injury and Property Damage

\$1,000,000 combined single limit

#### Damage To An Auto

Comprehensive

Actual Cash Value

\$2,500

Collision

Actual Cash Value

\$2,500

Uninsured/Underinsured Motorist

Included as further described in the policy

**Description of Operations/Location/Vehicles/Special Items**

A "TNC driver" is an individual that is operating a motor vehicle in connection with the named insured's "covered TNC operations" and has recorded acceptance in the "ride-share application" of a request to provide "covered TNC operations," and is either traveling to the pick-up location or traveling from the pick-up location to the drop-off location.

**If a policy described above is cancelled mid-term, notice will be delivered in accordance with that policy's provisions.**



# EXHIBIT E

# Guidelines for United States Law Enforcement

Uber is committed to continually improving the safety of our platform and contributing to safety in the communities where we operate. Uber has a specialized team dedicated to working with law enforcement agencies around the world. The team includes the Law Enforcement Response Team (“LERT”). This team reviews and responds to each law enforcement request Uber receives. The LERT team has processes in place to assist law



enforcement on a 24/7 basis, including emergency requests, through our law enforcement portal at <https://lert.uber.com>.

Uber is also committed to the privacy of our user's data. Uber stores and maintains user data as described in our [Privacy Notice](#) and [Terms of Use](#) and discloses user data to U.S. law enforcement in accordance with the Electronic Communications Privacy Act. We also disclose information subject to our Terms of Use and privacy notices.

Up-to-date information about Uber's products and services are available in our [Help Center](#) and [Newsroom](#).

This guide, and the accompanying [FAQs](#), are not intended to provide legal advice. It also does not create any enforceable rights, and Uber reserves the right to update or change this guide without notice to law enforcement.

## **Legal Process Overview**

Uber discloses information to U.S. law enforcement in accordance with applicable law, its privacy notices, and its Terms and Use.

### **U.S. Law Enforcement**

Uber will disclose account information to U.S. law enforcement where required by legal process issued pursuant to the Electronic Communications Privacy Act ("ECPA") and other legal authorities. The ECPA prohibits Uber from disclosing certain categories of user data without legal process, such as a subpoena, court order, or search warrant. There are also certain exceptions to ECPA's prohibition on sharing user data. For example, Uber may proactively disclose user data in emergencies (as described in the Section on [Emergency disclosure requests](#)).

### **Additional Uber Resources**

Law enforcement should contact the LERT through the Law Enforcement Portal ("Portal") at <https://lert.uber.com>. The Portal provides the central point of contact for law enforcement to communicate with LERT specialists when submitting preservation requests, legal process, or emergency disclosure requests. Law enforcement may also use the Portal to obtain status updates on submitted legal process or to ask questions.

This guide also contains a list of Frequently Asked Questions ("FAQ") at the end.

## **Service of Legal Process**

### **How to Serve Legal Process**

Law enforcement should submit requests to Uber through the Portal. Instructions for creating an account are available [here](#). Only law enforcement and government personnel authorized to

obtain evidence in connection with official legal proceedings may use the Portal. Portal accounts should be created using an official law enforcement or government email account.

## **Requesting Emergency Assistance**

The Portal may also be used to transmit emergency disclosure requests to Uber pursuant to 18 U.S.C. §§ 2702(b)(8) and 2702(c)(4). When submitting a request, law enforcement must accept the Terms and Conditions and certify that the request is, in fact, related to an emergency involving danger of death or serious physical injury that requires disclosure without delay of information relating to that emergency and that law enforcement is currently unable to obtain legal process.

Uber has processes in place to respond to emergency requests on a 24/7 basis. Uber may follow up with law enforcement upon receipt of an emergency disclosure request if information is missing from the request or if further clarification is needed. Accordingly, appropriate contact information should be provided so that Uber can follow up quickly.

For more information about emergency disclosure requests, see Section on Emergency Disclosures below.

## **Identifying an Uber Account**

When submitting legal process to Uber, law enforcement should identify the specific account(s) implicated by the request. When possible, law enforcement should provide a unique identifier(s) associated with the account(s), such as email address, phone number, and/or license plate number. Names alone often are not unique identifiers, nor are dates of birth (to the extent collected). Uber may also be able to identify accounts that are relevant to a law enforcement investigation by searching for information related to a specific trip. For such requests, information about that trip, such as user identification information named above, and a date, time, trip ID, or pick up or drop off location, should be provided.

## **Uber's User Notice Policy**

Uber will notify users of law enforcement requests for their data, except where notice is prohibited by the legal process itself, a lawful non-disclosure order (e.g., a court order under 18 U.S.C. § 2705(b)), or other applicable law, or for other circumstances that indicate non-disclosure within Uber's discretion. For example, Uber may decide in its sole discretion not to disclose the existence of a law enforcement request, such as in emergency situations or situations involving harm to a minor.

In the absence of a basis for non-disclosure, Uber will proceed to notify the user of the request. Law enforcement should therefore take care to indicate any legal restrictions on disclosure in its submission of process through the Portal. Specifically, law enforcement should:

- indicate the absence of any objection to user notice;
- provide a lawful non-disclosure order; or
- identify another legal basis prohibiting user notice, such as language in the legal process itself or statutory language that prohibits user notice.

After expiration of a nondisclosure order or other basis for nondisclosure, Uber will provide notice to users regarding law enforcement requests for their data unless, in its sole discretion, Uber will withhold notice as noted above.

The notice that Uber typically provides to its users informs them that they have received a request from a law enforcement agency about their account and provides them with the name of the requesting agency. Users are also informed that Uber is required to respond to lawfully issued process.

If Uber receives a National Security Letter (NSL) that is subject to a non-disclosure obligation of indefinite duration, it will notify the government that it is requesting review of the non-disclosure requirement in accordance with the NSL statute. If the government notifies Uber that it is no longer subject to the non-disclosure obligation, Uber will notify the relevant user in accordance with the above.

### **Guidelines for Requesting Information From Uber**

As described above, legal process should be submitted to Uber through the Portal (lert.uber.com).

To be valid, legal process submitted to Uber must generally:

- be addressed to the Law Enforcement Response Team of Uber Technologies, Inc. (UTI), 1515 3rd Street, San Francisco, CA 94158;
- be issued by the appropriate authority;
- be signed by the appropriate authority, such as a judge. Legal process must be signed pursuant to local court rules, including by an electronic or telephonic signature;
- be dated;
- provide a date and time to return the responsive materials, if applicable; and
- specifically identify the targeted account and the type(s) of information within the account to be disclosed. See the Section on Identifying an Uber Account for information about identifying Uber accounts and Section on Information Available for additional information about user information available from Uber.

In addition, requests that do not have a valid legal basis, are overbroad, vague, or otherwise inappropriate will be rejected.

## Subpoenas

Under ECPA, a subpoena may be used to compel the disclosure of “basic subscriber information,” as defined by 18 U.S.C. § 2703(c)(2). For additional information about the basic subscriber information Uber may produce, see the Section on [Basic Subscriber Information](#).

There are three types of subpoenas that a governmental entity can use to compel disclosure of data from Uber: (1) an administrative subpoena authorized by a federal or state statute, (2) a federal or state grand jury subpoena, or (3) a federal or state trial subpoena.

Subpoenas must comply with the criteria specified above for legal process validity, including the requirement that they be issued by an executive branch agency or court with the power to issue such subpoenas. They must also be signed by a person authorized to sign subpoenas.

## Court Orders

Under ECPA, a court order issued pursuant to 18 U.S.C. § 2703(d) (a “(d) Order”) may be used to compel the disclosure of all non-content records and other information related to a user account upon a showing of “specific and articulable facts” that “there are reasonable grounds to believe” that the “records or other information sought are relevant and material to an ongoing criminal investigation.” A (d) Order may also compel the disclosure of basic subscriber information. However, the contents of communications, such as messages between Uber’s drivers and riders, may not be disclosed in response to a (d) Order.

To be valid, a (d) Order must:

- be signed by a judge;
- be issued by a court of competent jurisdiction; and
- state that it was issued pursuant to § 2703(d) or include a finding based on “specific and articulable facts” showing that there are “reasonable grounds to believe that the records sought are “relevant and material to an ongoing criminal investigation.”

## Search Warrants

Under ECPA, law enforcement may use a search warrant to compel the disclosure of content and non-content information. In other words, a search warrant can be used to acquire information available with a subpoena or a (d) Order *and* the contents of a user’s communications. Content is defined as “any information concerning the substance, purport, or meaning of [a] communication.” Content accordingly includes the body of text messages and other types of information that convey the substance of a communication. For additional

information about the content information Uber may produce, see [Section on Communications Information](#).

To be valid, a search warrant must:

- identify the person or property to be searched (i.e., Uber Technologies Inc.);
- identify any person or property to be seized (i.e., user account and records or content);
- state the warrant was issued upon a finding of probable cause;
- designate the judge to whom the warrant must be returned;
- be signed by a judge; and
- be served on Uber within 14 days of the date on which it was issued (for federal search warrants) or within the time frame specified for execution in the state from which the warrant was issued.

## **Preservation Requests**

Under ECPA, law enforcement may seek the preservation of account records pursuant to 18 U.S.C. § 2703(f). Upon receipt of such a request, Uber will take steps to preserve any records or other information in its possession regarding the subject of the preservation request pending the issuance of legal process. A preservation is a one-time “snapshot” of the records or content in an Uber user’s account at the time we receive the preservation request; it is not an ongoing, real-time preservation of those records. Uber does not notify customers about requests to preserve their account information.

Uber will preserve any records or content in a user’s account for 90 days. Uber will extend that preservation an additional 90 days (for a total of 180 days), if requested to do so by law enforcement.

Preservation requests should be submitted to Uber using the Portal ([lert.uber.com](http://lert.uber.com)). They must be dated and must specifically identify the targeted account or trip (approximate pick up and/or drop off, date, time, etc,) and the type of information within the account to be preserved. See [Section on Information Available From Uber](#) and the [Section on Frequently Asked Questions \(FAQs\)](#) for additional information about identifying Uber accounts and the user data Uber may provide.

## **Emergency Disclosure Requests**

Uber may voluntarily disclose user data, including content information, to a U.S. governmental entity if Uber has a good-faith belief that an emergency involving danger of death or serious physical injury to any person requires disclosure without delay of information related to the emergency. Law enforcement may obtain subscriber information or other records, including

content information with an emergency disclosure request. The information disclosed must be limited to the amount necessary to specifically address the ongoing emergency.

To submit an emergency disclosure request, law enforcement must:

- certify that they are authorized by law to obtain the requested records;
- certify that the request is, in fact, related to an emergency involving danger of death or serious physical injury that requires disclosure without delay of information relating to that emergency;
- certify that law enforcement is unable to obtain legal process in time to respond to the emergency; and
- accept the [Terms and Conditions](#); and
- if required by law, follow-up with legal process.

Emergency disclosure requests should be submitted to Uber using the Portal's [emergency submissions](#). Because of its commitment to safety on its platform, Uber has processes in place to respond to emergency requests on a 24/7 basis.

### **Witness Testimony Requests**

Uber includes a Certificate of Authenticity with its productions, which generally eliminates the need for live testimony to authenticate records. Uber accepts service of subpoenas seeking witness testimony through its Portal. Uber may not be able to accommodate subpoenas for witness testimony served with fewer than 14 days advance notice.

### **Information Available From Uber**

This section describes the general categories of user data that may be available from Uber. It is meant to provide a guide regarding some of the most commonly requested data types, and is not meant to be exhaustive. For additional information about Uber products, please see [The Uber Product page](#).

Uber collects and maintains user data in accordance with its Privacy Statements and its Terms and Conditions. The data Uber collects and maintains may vary from account to account, such as when an Uber user deletes their account information. Accordingly, the types of data Uber provides in response to valid legal process may vary.

Legal process  
required

Responsive information

Uber data examples (non-  
exhaustive)

---

Subpoena (Grand Jury, trial subpoena, administrative subpoena)	Subscriber information specifically enumerated in 18 U.S.C. 2703(c)(2)	Name, address, email address, IP address, phone number, billing information
2703(d) Court Order	Subscriber information, non-content information	Trip information, vehicle information, device information, billing transaction history
Search Warrant (probable cause)	Communication content, GPS/location information, and all other data above	GPS location information, contents of communications between customers

## Basic Subscriber Information

“Basic subscriber information” is defined in 18 U.S.C. § 2703(c)(2). Basic subscriber information includes information provided by users during the creation of an Uber account and information submitted or collected at a later date.

Basic subscriber information maintained by Uber for riders and drivers may include:

- user profile information (i.e., name, email, phone number);
- usage information (i.e., date of account creation, and account status); and
- “means and source of payment” (see “Billing Information” below for more details).

Basic subscriber information may be obtained with a subpoena, (d) Order, search warrant, or pursuant to an emergency disclosure request.

## Device Information

Device information may be obtained from Uber with a (d) Order, search warrant, or pursuant to an emergency disclosure request.

## Vehicle Information

Vehicle Information that Uber may provide includes:

- license plate data;
- make and model;

- vehicle insurance;
- vehicle registration; and
- vehicle identification number (VIN).

Vehicle information may be obtained with a (d) Order, search warrant, or pursuant to an emergency disclosure request.

## **Billing Information**

Billing information includes “means and source of payment,” as specified in ECPA, as well as other billing information about user payment transactions on the App.

Means and source of payment information that Uber may provide includes:

- partial credit card (first six and last four of the credit card number) or bank account numbers (drivers and deliverers only);
- credit card expiration date;
- associated credit card zip code; and
- other payment instruments.

Because “means and source of payment” is considered basic subscriber information, it may be obtained with a subpoena, (d) Order, search warrant, or pursuant to an emergency disclosure request. “Means and source of payment” does not include information about payment transactions.

Other billing information that Uber may provide includes:

- information about particular transactions, like amount, date and time the transaction was made, and the payment instrument used.

This billing information may only be obtained with a (d) Order, search warrant, or pursuant to an emergency disclosure request.

## **Trip Information**

When a trip ends, Uber automatically sends a trip receipt to the Rider. Trip information generally includes:

- a breakdown of the amounts charged to the rider for the trip;
- the pick-up and drop-off locations (latitude and longitude); and



- information about the rider(s) and the driver, including the name, and rating. Note that drivers and riders enter their names as seen in app, so they are not necessarily their given names or could be abbreviated (e.g. “Chris” for “Christopher”).

Trip information may be obtained with a (d) Order or search warrant, except by law enforcement in jurisdictions where a search warrant is required by law, such as California and Utah. Trip information may also be obtained pursuant to an emergency disclosure request.

### **Location Information**

Uber may collect GPS location information from the mobile devices of its drivers and riders. A driver’s location information may be captured when the Uber app is running on the driver’s mobile device on or off trip as long as the driver is logged in to receive trips. Riders have the option in their device settings to opt out of the collection of their GPS information, and if they choose to do so, the rider’s GPS will not be captured.

Available GPS location information may be obtained with a search warrant or pursuant to an emergency disclosure request only.

### **Other User Profile Information**

Other user profile information about the user that Uber may provide include:

- rating(s) (one to five stars);
- written feedback/comments; and
- profile photograph(s).

Such user profile information may be obtained with a (d) Order, search warrant, or pursuant to an emergency disclosure request.

### **Driver Profile Information**

Uber may retain the following information about its driver:

- date of birth;
- vehicle information (as described above); and
- driver’s license number

Such driver-partner profile information may be obtained with a (d) Order, search warrant, or pursuant to an emergency disclosure request.

### **Communications Information**

Uber may capture certain information about communications between its users on the Uber app, such as when a driver and rider use the app to communicate with each other. This may include non-content records associated with such communications, or in the case of text messages through the app, the contents of those communications.

Records of communications may include:

- to/from information; and
- date and time of the communication.

Records of communications may be obtained with a (d) Order, search warrant, or an emergency disclosure request.

Contents of communications may include messages sent between users on the app. Contents of communications may be obtained with a search warrant or pursuant to an emergency disclosure request only.

### **Customer Service Records**

Customer service records Uber may retain include:

- recordings of customer support calls; and
- other customer support communications.

Such customer service records are Uber's business records, and are not covered by ECPA. Accordingly, these records may be obtained with a subpoena.

### **Other Business Records**

Other business records Uber may retain include:

- driver's license copies.

Such business records are Uber's business records, and are not covered by ECPA. Accordingly, these records may be obtained with a subpoena.

### **Information Associated with Other Uber Services**

Uber may provide other categories of information about users of its other services. Below, some of these categories of information are listed alongside the minimum legal process required to obtain such information. All information listed below may also be obtained via submission of an emergency request.

Uber Eats:

- subpoena: basic subscriber information; restaurant information;

- (d) Order: contact information for the restaurant or owner; order history; and
- search warrant: contents of communications between users and Uber Eats deliverers.

Uber Freight:

- subpoena: call logs between Uber and carrier; texts between Uber and carrier;
- (d) Order: carrier contact information; load information (e.g., origin, destination, contents of shipment); and
- search warrant: GPS location information (unlike rideshare, drivers are not required to be logged in during a delivery; therefore, GPS data may or may not be available).

## **Frequently Asked Questions (FAQs)**

Q: How do I send legal process to Uber?

A: Legal process, preservation requests, and/or emergency requests should be served through Uber's Law Enforcement Portal. The Portal helps validate that a requestor is actually authorized to make the request, since they use their department, agency, or government email address to sign up for a Portal account. The Portal helps Uber collect the information it needs to process law enforcement requests as quickly as possible and offers helpful functionalities to law enforcement, such as the ability to monitor the status of their request(s) or to communicate with the LERT.

Q: Do you notify users of legal process?

A: Yes. For information about Uber's user notice policy, see Section on Uber's User Notice Policy

Q: What should law enforcement do with the records it obtains from Uber once the investigation or case is over?

A: Information obtained from Uber should be destroyed once the investigation or case has been completed.

Q: I sent in legal process, but I haven't heard back from Uber. What should I do?

A: Uber's Portal allows law enforcement to track their status of their request(s) and send follow-up questions. Uber receives thousands of requests each year and triages the requests it receives upon receipt. Uber makes every effort to respond to requests as quickly as possible.

Q: What is Uber's policy for deactivating accounts? Does Uber deactivate accounts upon request? Will Uber keep an account open if requested?