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Dear Ksenia,

Thank you for sharing the content of the video interviews with Uber drivers that you are due to publish shortly, and for giving us the opportunity to respond. We are always keen to hear about the experiences of drivers, and welcome the opportunity to respond to their concerns.

We share your desire to ensure as accurate a representation as possible prior to the publication of the video interviews. To that end, I have set out below some more information on how we make decisions using data and our facial verification technology.

Our technology plays an important role in keeping everyone that uses our platform - riders and drivers - safe. But it is always our specialist teams of human reviewers who make the final decision to deactivate an account. We take the decision to deactivate drivers' accounts very seriously because we recognise that many of them depend on Uber to earn.

To support public safety and compliance with our obligations as a licensed private hire operator, we have introduced a Real-Time ID Check which prompts drivers to take a selfie to confirm that they are the same person who went through all the necessary screenings to drive on our platform. This check was created to tackle the serious industry-wide problem of account sharing whereby unlicensed, uninsured drivers fraudulently take private hire trips, in breach of licensing requirements and with clear risks to public safety. The check is triggered at regular intervals when a driver first logs onto the app and in between trips. We do not surface this check if the drivers' speed data suggests they are driving.

Occasionally this check identifies people using the account who do not match the profile picture associated with the driver's account, or detects attempts to bypass the identification system by submitting a 'photo of a photo' or having another person pass the ID check on a different device. In these scenarios, we follow a robust process, including a human review process conducted by support specialists, to ensure our subsequent action is proportionate and fair.

We ensure any decision to remove a driver from our platform is made by human reviewers, not by technology on its own. In other words, no one can permanently lose access to the Uber platform based solely on the automated facial verification step. Additionally, all UK drivers are able to choose whether they want their selfie to be compared with their profile photo by human reviewers or by facial verification technology. If a driver chooses the facial verification technology and fails this check, the images are sent for secondary review by three human reviewers. Certain actions, such as restricting the driver's further access to the platform, can only be pursued if the majority of reviewers conclude that the photos did not match.

A driver's account will only be deactivated if human reviewers confirm a mismatch between photos - the reviewers can (and do) override the technology if they believe the technology has made a mistake. In instances where drivers are deactivated due to photo mismatch they are given 21 days to appeal the decision by attending an Uber Greenlight Hub and providing proof that they are the person in the selfie. If the driver does not provide sufficient evidence to support their case, a human reviewer



will deactivate the driver's account and notify the relevant licensing authority where we are required to do so.

All reviewers take a face matching test developed by cognitive psychologists who specialise in facial recognition. All potential reviewers take this test, and only those who show high aptitude at the test qualify to work as reviewers. Those who qualify go through additional training, weekly quality audits, and weekly coaching sessions.

We did not take the decision to introduce facial verification technology lightly. We know from work by academics and activists that such technology has historically worked worse for people with darker skin complexions. This is why we conducted internal fairness testing to make sure the technology we use works well for users with all skin complexions. Our testing found no evidence that the technology is flagging people with darker skin complexions more often, nor that it is creating longer wait times due to additional human review for people with darker skin complexions.

More broadly, we recognise the value that technology brings to providing the best and safest possible experience to everyone on our app. Good communication with our drivers is a central part of this. We have hundreds of people at the end of the phone for drivers to speak to 24 hours a day, 7 days a week and we make every effort to clearly and promptly communicate in writing if we do take action on a driver's account, setting out the rationale for our decision. Additionally, drivers are welcome to attend one of our 21 Greenlight Hubs across the country where they can meet with our support staff in-person to discuss and resolve issues.

In May 2021, we signed a recognition agreement with GMB, giving UK Uber drivers another route to raise concerns and challenge decisions directly. This agreement is the first of its kind in our industry and gives all drivers the right to representation by GMB. We are engaging with the union's organisers on a daily basis on individual driver issues. While, as set out above, we have robust processes in place to ensure we treat all drivers fairly and proportionately, where drivers do feel they have been treated unfairly I would encourage them to contact GMB.

In addition drivers also have the right to contact Ubers Data Protection Officer for any issue they may have with the processing of their personal data. They can do so via the published contact details <https://uber.com/privacy-dpo>.

I trust this has helped you provide an accurate assessment of the videos you are publishing.

Yours sincerely,

