



PRIVACY AND DATA PROTECTION

Privacy Policy

How MotorRelay collects, uses, shares and protects personal information across dealer, driver and vehicle-movement services.

Privacy Policy

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MotorRelay Limited operates the MotorRelay website and mobile apps and is the data controller for the personal information described here. For privacy questions or to use your rights, email support@motorrelay.com.

Who this covers

This policy covers dealers, drivers, business representatives, people involved in a vehicle movement, visitors and anyone who contacts us. MotorRelay is for business users aged 18 or over.

Information we collect

Depending on your use, we collect account and contact details; dealer and business information; driving licence details and clear photographs of the front and back of a driver's licence; insurance, trade-plate and transport evidence; verification decisions; saved draft, published run, vehicle, collection and delivery details; live and recorded journey location; inspection and incident photographs; messages and claim or complaint evidence; driver quotes; payment, refund, invoice and payout status; notifications; and device, session and security information.

Stripe may ask for an identity document, selfie, card or bank information. Stripe performs those services. MotorRelay normally receives a result, status and reference rather than full card, bank or biometric identity data.

Where it comes from

Information comes from you, the dealer or driver involved in a run, your device, and relevant providers or sources such as Stripe, Companies House, licence checks, insurers or brokers, vehicle and mapping services, and people providing incident or dispute evidence.

Why we use it

We use information to create and verify accounts; save and manage dealer drafts; publish runs; suggest a private or auction classification from a selected collection business; check driver suitability against vehicle value and movement type; match dealers and drivers; arrange and evidence vehicle movements; share active journey progress; provide support; process Platform Fees and direct driver payments through Stripe; prevent fraud; protect people and vehicles; support incidents, complaints and claims; comply with law; and secure MotorRelay.

Our lawful reasons are normally performance of our contract with you, compliance with legal obligations, and legitimate interests in safety, verification, fraud prevention, service security and resolving claims.

Location

A driver starts location sharing for an assigned run. It may continue during the active journey, including in the background where permissions allow. The assigned dealer can see progress and authorised MotorRelay staff may access it for operations, safety, incidents and disputes. Removing permission may stop journey features. The completed journey is retained with the run record.

Who we share it with

We share only what is needed with the dealer and driver involved in a run; Stripe; Companies House and verification sources; insurers, brokers and recovery providers; providers of hosting, storage, email, SMS, maps, notifications, support and security; and advisers, courts, regulators, law enforcement or public authorities where necessary. We do not sell personal information.

Overseas processing

Where a provider processes information outside the UK, we use an adequacy arrangement, an approved UK transfer agreement or another lawful safeguard where required.

How long we keep it

We keep information only as long as needed for service, safety, tax, accounting, insurance, complaints and legal claims. Normally:

- account and verification records: while active and up to six years after closure;
- saved drafts: until the dealer publishes or deletes them, or until they are removed under MotorRelay's retention process;
- published run, payment, invoice, message, inspection, incident, complaint and claim records: six years after completion;
- detailed journey points: 12 months, unless needed for an incident, complaint or claim;
- unsuccessful or replaced verification documents: normally up to 12 months after the final decision;
- security logs: normally 14 days to 12 months; and
- notification tokens and sessions: until expired, replaced or removed.

We delete, anonymise or restrict information when it is no longer needed.

Checks and required information

Some information is required to open an account, pass checks, take part in a run or receive payment. Front and back licence photographs help MotorRelay match the document to the driver and review its authenticity; the separate DVLA check is used for current entitlements, points and disqualifications. These private images are available only to the driver and authorised MotorRelay reviewers, not dealers. MotorRelay uses rules to check verification, insurance, licence validity, location proximity, schedules and payment readiness. Important verification and account-restriction decisions can be reviewed by a person.

Cookies and device storage

We use essential cookies or similar storage to keep you signed in, protect requests, remember necessary settings, maintain journeys and secure the service. Optional advertising or analytics cookies will not be used without the choice required by law.

Your rights

You may have rights to access, correct, delete, restrict, object, obtain certain information in a portable format, withdraw consent and request human review of a qualifying automated decision. Rights are not absolute; transaction, complaint or claim records may need to be retained. Email support@motorrelay.com. We normally respond within one month.

Security

We use access controls, encryption in transit, restricted document storage, audit records and supplier safeguards. Protect your password and device and report suspected unauthorised access promptly.

Complaints

Please contact us first. You may also complain to the Information Commissioner's Office at ico.org.uk/make-a-complaint or on 0303 123 1113.

Changes

We publish updates with a new date and provide appropriate notice of material changes.