

The proposal is that:

- *By 1st April 2024, all licensed Hackney Carriages vehicles must always have available an electronic device that allows contactless or card payments to be made. The driver must ask the passenger if they require a receipt. If the passenger requires a receipt, the driver must provide one which accurately states the time and date of the journey, driver number and fare.*
- *By 1st April 2024, all licensed Private Hire vehicles must always have available an electronic device that allows contactless or card payments to be made. This can be, but is not limited to, electronic card payment devices or operator websites and apps.*

Licence holders are reminded, they are legally obliged to comply with the requirements of data protection legislation in respect of all transaction processes, data management and storage. This includes the UK General Data Protection Regulation (GDPR), the Data Protection Act 2018 and any subsequent data protection legislation. You can find out more about your obligations from the Information Commissioner’s Office (ICO). This is relevant when handling personal information such as names, addresses, email addresses and telephone numbers. All such processing must comply with the requirements of data protection legislation. Breaches of data protection legislation may impact on the ability to hold a licence with the Council.

Insert into Appendix E, the Licensing Record Points Scheme, the following which will apply to the vehicle proprietor:

Offence / Breach of condition	No of points
<i>Failure to provide card payment facilities</i>	<i>1st offence 3 2nd offence 6 3rd offence 9</i>

Insert into Appendix B of the ‘Taxi & Private Hire Handbook’, Vehicle and Trailer Specifications and Conditions, the following:

- *By (date to be determined), all licensed Hackney Carriages vehicles must have available at all times an electronic device that allows contactless or card payments to be made. The driver must ask the passenger if they require a receipt. If the passenger requires a receipt, the driver must provide one which accurately states the time and date of the journey, driver number and fare.*
- *By (date to be determined), all licensed Private Hire vehicles must have available at all times an electronic device that allows contactless or card payments to be made. This can be, but is not limited to, electronic card payment devices or operator websites and apps.*

All card payment devices must:

- a) *comply with the requirements of the current UK banking industry standards as stipulated by the Financial Conduct Authority (FCA)*
- b) *be checked regularly and maintained to operational standards, including repairs after any damage or fault. Any damage or fault preventing the device from functioning must be notified to the Licensing Team within 24 hours of being identified and be repaired within one week. If the device cannot be repaired, it must be replaced in one week. Failure to do so may lead to Licensing Record Points being issued or the vehicle licence being suspended. If the vehicle is suspended it will be until such a time as a functional device is in operation*
- c) *meet all requirements and standards as stipulated by the card scheme companies in terms of connections to a host such as GPRS, 3G, 4G, Bluetooth or other connection methods to complete payment transactions*
- d) *provide the functionality to protect the confidentiality of critical data (in particular PINs) whilst the card transaction is being processed.*

Payments through apps are permitted, if a passenger has access to the app via their own phone or device. Drivers must not enter card details into their own phone or device to process a payment.