

9 April 2024

IC-295737-K0L5

Request

In summary, you asked us:

"Could you provide an e-mail address of the DPO of UBER? As I can see the e-mail address on your website (<https://ico.org.uk/ESDWebPages/Entry/ZA127670>) this e-mail does not exist. I get Delivery Status Notifications (Failure)."

We have handled your request under the Freedom of Information Act 2000 (the FOIA).

Our response

We have searched our records based on the information and can confirm that we hold information within the scope of your request.

Based on the information provided in your request, we have interpreted your request as specifically relating to Uber London Limited.

We hold two email addresses for the DPO of Uber London Limited. The first is dpo@uber.com. The other email is exempt from disclosure under Section 40(2) of the FOIA because it is personal data.

Section 40(2) of the FOIA exempts information if it is personal data belonging to an individual other than the requester and it satisfies one of the conditions listed in the legislation.

We find that the condition at section 40(3A)(a) applies in this instance: that disclosure would breach one of the data protection principles. The principles are outlined in the General Data Protection Regulation (GDPR) with the relevant principle on this occasion being the first principle as provided by Article 5(1): that personal data shall be processed lawfully, fairly and in a transparent manner.

We do not consider that disclosing this information into the public domain is necessary or justified. There is no strong legitimate interest that would override the prejudice to the rights and freedoms of the relevant data subjects. We have therefore taken the decision that disclosing this information would be unlawful, triggering the exemption at section 40(2) of the FOIA.

Advice and Assistance

Please be advised that the UK GDPR requires organisations to publish the contact details of their DPO, but it does not require organisations to publish the name of their DPO.

The UK GDPR also does not specify what type of contact information must be provided. Some organisations prefer postal correspondence, and some large organisations use specific web portals to allow individuals to more easily access their own information or make requests to the DPO. It is possible that Uber London Limited utilises this method.

This concludes our response to your request. We hope this information is useful to you.

Next steps

You can ask us to review our response. Please let us know in writing if you want us to carry out a review. Please do so within 40 working days.

You can read a copy of our full review procedure [here](#).

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA. This complaint will be handled just like a complaint made to the ICO about any other public authority.

You can [raise a complaint through our website](#).

Your information

Our [Privacy notice](#) explains what we do with the personal data you provide to us, and set out your rights. Our retention schedule can be found [here](#).

Yours sincerely



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data see our [privacy notice](#)**