

UK PHV & Hackney Compliance Checklist

For taxi booking software and dispatch systems — 2026 edition

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Use this checklist before signing any contract for taxi dispatch or booking software. Any platform that fails a critical item below creates licensing, HMRC or data-protection risk for your operator licence.

1. PHV & Hackney Licensing Rules

- Tracks driver **DBS (enhanced) check** issue and expiry dates.
- Tracks **PHV driver badge**, **PHV vehicle plate**, MOT, V5C and Hire & Reward insurance with renewal alerts 30 / 14 / 7 days out.
- Separate rule sets for **Hackney Carriage** (rank work, taximeter, ply-for-hire) and **Private Hire** (pre-booked only, operator–driver–vehicle triple licensing).
- Enforces **pre-booking only** for PHV jobs — no street hails accepted via the app.
- Configurable per local licensing authority: TfL, Birmingham, Manchester, Liverpool, Leeds, Sheffield, Bristol, Newcastle, Glasgow, Edinburgh, Cardiff, Belfast.
- Auto-suspends a driver from dispatch when any critical document expires.

2. Reporting — TfL, Councils & HMRC

- Booking records retained for the statutory period required by your licensing authority (typically 12 months; TfL has specific PHV fields).
- Exportable booking logs: passenger, driver, vehicle, pickup/drop, fare, payment method and timestamps.
- **HMRC-ready VAT invoices in GBP** and Making Tax Digital (MTD) compatible exports.
- Per-driver settlement statements for self-employed drivers.
- Full audit trail for dispatcher overrides, fare adjustments and refunds.

3. Data Protection & Privacy (UK GDPR + DPA 2018)

- Data hosted in the **UK or EU** with a documented sub-processor list and signed DPA.
- Passenger Subject Access (SAR), rectification and erasure workflows.
- Driver and passenger consent records with a documented lawful basis per processing activity.
- **PCI DSS SAQ-A** compliant payment flow via Stripe / Worldpay / Adyen — no raw card data on operator systems.
- Strong Customer Authentication (SCA / PSD2) enforced on every in-app card payment.
- Documented breach notification process within the 72-hour ICO window.

4. Booking, Payments & Corporate Accounts

- Royal Mail PAF address lookup plus what3words, with terminal-level pickup zones for Heathrow, Gatwick, Manchester, Stansted, Luton, Birmingham, Edinburgh, Glasgow.

- GBP payments via Stripe / Worldpay / Adyen, Apple Pay and Google Pay.
- Account / credit bookings for schools, NHS, hotels and corporates with 30 / 60 / 90-day invoicing.
- Cost centres, purchase order numbers and multi-booker accounts.
- Cash, card, account, voucher and split-fare payment options.

5. Operations & Driver Welfare

- Real-time GPS tracking with driver status (available / en-route / on-trip).
- Auto-allocation with dispatcher override and chain dispatch.
- Driver app SOS button, two-way messaging and shift management.
- ULEZ / LEZ-aware routing across London, Birmingham, Bristol, Sheffield and Manchester.
- Contract scheduling for school runs, NHS patient transport and corporate accounts.

Pass / Fail scorecard

#	Area	Pass	Fail	Notes
1	PHV / Hackney licensing			
2	TfL / Council reporting			
3	HMRC & VAT			
4	UK GDPR & PCI			
5	Bookings & payments			
6	Operations & driver welfare			

Need help getting compliant?

Taxi Web Design ships UK-compliant by default — every item on this checklist is configured during onboarding. Book a live demo at taxi-webdesign.com/request-demo or get a tailored GBP quote at taxi-webdesign.com/custom-request.

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