

DISPATCH SYSTEM & TECHNOLOGY COMPLIANCE

◆1. Booking Capture & Input

All bookings received via website, email, SMS or telephone are entered into the **Novara Booking Log System (CRM)**.

Each record includes:

Recorded Before Journey:	Mandatory by TfL:	Status:
Passenger full name	✓ Required	Stored
Contact number/email	✓ Required	Stored
Pickup address, time & date	✓ Required	Stored
Destination address	✓ Required	Stored
Fare estimate/quote	✓ Required	Stored
Number of passengers/luggage	Optional	Stored
Payment status (deposit/full)	Recommended	Stored
Booking confirmation time stamp	✓ Required	Stored

All fields are stored digitally and backed up.

◆2. Dispatch Method (no app required at this stage)

Novara will operate a **manual dispatch system**, where jobs are allocated to chauffeurs by:

- Email
- SMS

The driver receives:

- Passenger first name
- Pickup address & scheduled time
- Destination
- Special notes (if any)

◆ 3. Driver Identity Confirmation Sent to Passenger

Before the journey begins, the customer receives:

Information Sent:	Required by TfL:	How Sent:
Chauffeur First Name	✓	SMS/Email
TfL PHV Badge Number	✓	SMS/Email
Vehicle Make/Model	✓	SMS/Email
VRM Plate	✓	SMS/Email
Driver Photo (when stored)	Recommended	SMS/Email

◆ 4. Record Storage & Retention

The CRM Booking Log holds and retains the following for *a minimum of 12 months*:

Record Type:	Retention Length:
Booking details	12 months minimum
Chauffeur allocation	12 months minimum
Vehicle assigned	12 months minimum
Payment status	12 months minimum
Complaints & outcomes	12 months minimum
Lost property submissions	12 months minimum
Inbox/SMS confirmation copies	12 months minimum

Records will be exported weekly for backup to secure offline storage.

◆ 5. Technology & Operational Security

- All booking data is stored on secure password-protected systems
- Only the operator (Director — Nabil Ahmed) has access
- No driver has access to passenger contact or booking history
- Drivers only receive information necessary to complete the allocated journey
- Data is handled under GDPR and ICO registration requirements

◆ 6. Scalability (Future Upgrade Path)

When fleet and driver capacity grows, Novara may integrate:

- Driver App for instant dispatch
- Passenger Booking App
- Automated GPS ride tracking
- Live operator dashboard

TfL will be notified should the technology model evolve.

The current system is fully compliant and operational.

7. Vehicle and Driver Monitoring:

All vehicles operated by Novara Premier Chauffeurs Ltd are fitted with GPS tracking devices. Chauffeurs are also required to share live location data with the operator while undertaking a booking.

This enables the operator to monitor journey progress, ensure passenger and driver safety, respond promptly to incidents, and maintain full operational oversight of all private hire journeys.

Declaration

I confirm the above booking and dispatch procedures are accurate and currently in operation.

Signed:  .

Nabil Ahmed — Director

Novara Premier Chauffeurs Ltd

Date: 