



Private Hire Operators Retention of Records and Documents

Retention of records

The Private Hire Vehicles (London) Act 1998 currently requires London PHV operators to keep at each operating centre on their licence, records of the drivers and vehicles available to them at those centres.

TfL is currently working towards changing this requirement to allow operators a choice; either to continue to maintain these records at each centre shown on the licence, or to nominate one specific centre from those shown on the licence, at which the records pertaining to all centres can be kept. **Booking records will still be required to be maintained at each centre shown on the licence.**

As changing this requirement is likely to take some time, I have decided to allow operators to choose which option is best for their business from 1 April 2010. Operators that choose to maintain their records at one centre only must nominate that centre in writing to our Operator Compliance Team at the address shown below.

Retention of Documents

Operators are reminded that they can, should they so wish, scan and hold records of private hire vehicles and drivers electronically without breaching their statutory obligations to retain these records. Records kept electronically must be reproduced in paper form if requested.

Should an operator have any questions and/or require further clarification on this matter please contact our Senior Operator Compliance Manager on 020 3054 2856 or email him at cliff.llewellyn@tfl.gov.uk.

To nominate an Operator centre for retention of records, please write to:

Operator Compliance Administration Support Team
Taxi & Private Hire Directorate
4th Floor, Palestra
197 Blackfriars Road
London SE1 8NJ
Or email on: TPH.Licensing.Officers@tfl.gov.uk


John Mason
Director Taxi and Private Hire

29 March 2010

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MAYOR OF LONDON