



# EDD Hub driver terms and conditions

Terms applying to approved independent drivers using EDD Hub

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This document is prepared for publication/use with the EDD Hub website and app. It is written for the current MVP operating model and should be reviewed if the product, payments, jurisdictions, data processing, or delivery model changes.



## 1. Introduction

These Driver Terms apply to drivers who register for, access or use EDD Hub to receive and complete overflow delivery requests from approved takeaways and restaurants.

By creating a driver account, accepting these Driver Terms, going online, accepting a request, or using the platform, you agree to follow these Driver Terms.

These Driver Terms should be read together with the EDD Hub Privacy Notice, Acceptable Use Policy, Driver Safety and Conduct Policy, Slip Photo and Customer Data Handling Policy, and any rules or notices shown inside the app.

EDD HUB LTD is a private company limited by shares incorporated in Scotland with company number 891642. Its registered office is 1D Cross Street, Perth, PH2 8JQ. The presentation website is [www.eddhub.co.uk](http://www.eddhub.co.uk) and the platform/app is [www.eddhub.app](http://www.eddhub.app).

## 2. What EDD Hub is

EDD Hub is a technology platform that helps approved takeaways and restaurants send overflow delivery requests to approved independent drivers.

EDD Hub is not a customer food ordering platform. EDD Hub does not sell food, prepare food, own the takeaway order, employ drivers, provide a customer ordering service, or act as the customer.

Customers are outside the EDD Hub system. Customers do not have EDD Hub accounts, customer tracking, customer notifications, or customer dashboards.

EDD Hub provides platform tools including:

- driver registration and approval tools
- request broadcast tools
- job acceptance tools
- job status tools
- job logs and timelines
- issue reporting tools
- admin review tools
- billing records for takeaway platform fees

## 3. Your status as an independent driver

You use EDD Hub as an independent driver. You are not employed by EDD Hub.

Nothing in these Driver Terms is intended to create an employment relationship, worker relationship, agency relationship, partnership, franchise, or joint venture between you and EDD Hub. Nothing in these Driver Terms removes any statutory rights that cannot lawfully be excluded.

You are responsible for deciding:

- whether to register
- whether to go online

- whether to accept or decline a request
- whether you are able to collect and complete a request safely and properly

You are responsible for your own tax position, insurance, vehicle, equipment, licences, legal compliance and work arrangements.

## 4. Driver eligibility

To use EDD Hub as a driver, you must:

- be at least 18 years old
- have the legal right to work in the United Kingdom
- provide right-to-work evidence when requested
- hold a valid driving licence suitable for the vehicle you use
- hold valid insurance suitable for delivery work
- hold a valid MOT certificate where legally required for your vehicle
- have access to a suitable, roadworthy vehicle
- provide accurate registration information
- provide a clear driver profile photo
- provide required vehicle details
- upload required insurance documents
- upload required driving licence evidence
- upload required MOT evidence where applicable
- be manually approved by EDD Hub admin
- accept the latest Driver Terms and Privacy Notice
- comply with these Driver Terms while using the platform

EDD Hub may refuse, restrict, suspend or remove access if we cannot verify required information or if we believe the account creates legal, operational, safety, fraud, payment, document or dispute risk.

## 5. Right to work

You confirm that you have the legal right to work in the United Kingdom.

You must provide right-to-work evidence when requested by EDD Hub. You must not use EDD Hub if:

- you do not have the right to work in the UK
- your right to work has expired
- your right to work is restricted in a way that prevents delivery work
- the information or documents you provided are false, expired, misleading, incomplete or no longer valid

You must tell EDD Hub immediately if your right-to-work status changes.

EDD Hub may suspend or remove your account if right-to-work evidence is missing, unclear, invalid, suspicious, expired, not updated when requested, or if EDD Hub reasonably believes you are not legally permitted to carry out delivery work.

EDD Hub may review right-to-work documents for platform approval, but you remain fully responsible for ensuring that you are legally allowed to work.

## 6. Driving licence, MOT and vehicle requirements

You must hold a valid driving licence suitable for the vehicle you use to carry out deliveries through EDD Hub.

You must not use EDD Hub if you are disqualified from driving, your licence has expired, your licence does not cover the vehicle you use, or you are otherwise not legally permitted to drive.

If your vehicle is legally required to have an MOT certificate, you must keep a valid MOT in place and provide evidence when requested.

Your vehicle must be roadworthy, legally used, properly maintained and suitable for the deliveries you accept. You are responsible for any tax, MOT, maintenance, fuel, charging, parking, fines, penalties, charges and vehicle operating costs.

You must tell EDD Hub immediately if your licence, MOT or vehicle status changes in a way that affects your ability to carry out deliveries lawfully or safely.

## 7. DBS and background checks

A DBS or background check is not mandatory at launch unless EDD Hub tells you otherwise in writing or in the app.

EDD Hub may introduce DBS checks, background checks or additional verification later. If this happens, EDD Hub may require new or existing drivers to provide evidence or complete the check before going online or continuing to use the platform.

EDD Hub may restrict or suspend access while any required check is incomplete, unclear, failed, expired, refused or under review.

## 8. Insurance

You must hold valid insurance suitable for the delivery work you carry out.

You must not go online, accept jobs, collect orders or deliver orders through EDD Hub unless your insurance is valid and covers the activity you are carrying out, including food delivery/courier use where applicable.

You must upload insurance documents when requested. You must keep your insurance information accurate and up to date.

You must tell EDD Hub immediately if your insurance:

- expires
- is cancelled
- is refused
- is changed
- no longer covers delivery work
- no longer covers the vehicle you use

A driver with missing, expired, unclear, suspicious or unsuitable insurance documents cannot be approved or remain active on the platform.

EDD Hub may review uploaded insurance documents for platform approval, but you remain fully responsible for ensuring that you are properly insured.

## 9. Registration information and profile photo

You must provide accurate and up-to-date information, including:

- full name
- phone number
- email address
- profile photo
- driving licence evidence
- vehicle registration
- vehicle make
- vehicle model
- vehicle colour
- insurance document
- MOT evidence where applicable
- right-to-work evidence
- city or cities you can work in
- agreement to these Driver Terms

You must not create fake accounts, duplicate accounts, or accounts using another person's details.

You must not allow another person to use your account. Your driver profile photo must show you clearly. Takeaways use this photo to confirm who is collecting the order.

## 10. Account approval

Creating an account does not give you an automatic right to use EDD Hub.

Your account must be manually approved before you can go online or receive delivery requests.

EDD Hub may approve, reject, suspend, restrict, review or remove your account at its discretion where legally permitted.

You cannot go online unless:

- your account is approved
- your profile photo exists
- your licence evidence is accepted
- your insurance is valid
- your MOT is valid where applicable
- your right-to-work evidence is accepted
- you have accepted the latest Driver Terms
- you are assigned to at least one active city

- you are not suspended or restricted

## 11. City-based requests and destination areas

EDD Hub uses city-based request broadcasting.

If you are approved for a city and online, you may receive requests from approved takeaways in that city.

The city decides the driver broadcast pool. The destination area only helps you understand roughly where the order is going. The pickup area, where shown, only helps you understand where the takeaway is located.

You may only accept jobs that appear in your driver app. You must not try to collect jobs that have not been assigned to you.

## 12. Receiving requests

When online, you may receive single delivery requests or bundle delivery requests.

A request may show information such as:

- takeaway name
- pickup area where available
- pickup address
- city
- destination area
- postcode
- order reference
- run reference
- driver payment
- ready status
- number of drops for bundles
- expiry countdown

For MVP, a request may be open for a short period, such as 20 seconds. If no driver accepts, the request may expire or show as no driver found.

EDD Hub does not guarantee that you will receive a minimum number of requests, a minimum level of earnings, or that every request will remain available.

## 13. Accepting a job

A job is accepted only when the backend confirms that you have successfully locked the job.

Tapping a button on your device does not guarantee the job is yours.

EDD Hub uses a server-side acceptance lock. The first confirmed server acceptance wins. Not the first button press, not the first device animation, and not the first local app update.

For each request, you may be shown buttons such as:

- Decline
- 5 mins
- 10 mins

If you tap 5 mins or 10 mins, you are accepting the job and telling the takeaway your estimated collection time.

You must only accept a job if you reasonably believe you can collect and complete it properly.

You may only have one active job at a time unless EDD Hub later changes this in the app.

## 14. After accepting a job

Once you accept a job, you must proceed to the takeaway unless there is a genuine issue.

You must use the app to update the job status accurately.

For a single job, the active job flow may include:

- Arrived at shop
- Picked up
- Delivered
- Could not deliver

For a bundle job, the active job flow may include:

- Arrived at shop
- Picked up bundle
- Delivered per drop
- Could not deliver per drop

Each action may be timestamped and recorded in EDD Hub logs.

## 15. Job ID, run reference and collection

Every job has a job ID and may also have a human-readable run reference.

The job ID is the formal platform identifier. The run reference is for kitchen and operational communication.

Before collecting the order, you must show the job ID or run reference to the takeaway.

You must allow the takeaway to check:

- job ID
- run reference
- your name
- your driver profile photo
- vehicle details if shown
- order reference if needed

You must collect only the correct order or bags. You must not collect an order if the job ID, run reference, order reference, slip photo, bag label or takeaway instructions do not match.

## 16. Slip photos and order information

Takeaways may upload slip photos containing order or delivery information.

The slip photo is not shown to drivers before acceptance. After acceptance, the slip photo may be shown in the active job or collection flow so you can match the correct order or bag.

You must treat slip photos and order information as confidential.

You must not:

- copy slip photos
- share slip photos
- post slip photos online
- keep customer information after the delivery
- use customer information for any reason outside completing the delivery
- contact customers for any reason not directly related to the delivery

You must only use order information to complete the assigned delivery.

## 17. Collection and delivery conduct

You must act professionally when collecting and delivering orders.

You must:

- collect safely
- drive safely and legally
- handle orders with reasonable care
- follow lawful and reasonable instructions from the takeaway
- use app status buttons honestly
- report problems truthfully
- avoid aggressive, abusive, threatening, discriminatory or unsafe behaviour

You must not:

- steal food or goods
- tamper with orders
- knowingly collect the wrong order
- knowingly deliver to the wrong location
- falsely mark a job as arrived, picked up, delivered or completed
- misuse customer, takeaway or driver information
- use the platform while under the influence of alcohol or drugs
- use another person's driver account
- allow another person to complete jobs under your account

## 18. Arrived at shop

You are considered arrived only when you press Arrived at shop in the app.

You must only press Arrived at shop when you have genuinely arrived at the pickup location.

This action may save:

- timestamp
- job ID
- driver ID
- takeaway ID
- optional GPS location if available

If you falsely mark yourself as arrived, the takeaway may report it. Repeated false arrival reports may lead to admin review, suspension or removal.

## 19. Picked up

You must only press Picked up or Picked up bundle after you have physically collected the correct order or bags.

For bundles, you must check that the correct drops are included.

You should check:

- job ID
- run reference
- order reference
- slip photo where shown
- takeaway or brand name
- number of bags/orders
- pickup instructions

## 20. Delivered and could not deliver

You must only press Delivered after the delivery has actually been completed.

If you cannot complete a delivery, you must use the Could not deliver flow where available.

Reasons may include:

- customer unreachable
- wrong address
- unsafe situation
- access problem
- takeaway/customer instruction problem
- unsafe location concern
- other genuine issue

You must provide truthful notes. You must not falsely mark an order as delivered.

## 21. Calling the takeaway

The app may include call buttons between driver and takeaway.



You may call the takeaway about the active job. You must not misuse the takeaway's phone number or contact the takeaway for harassment, abuse, marketing or unrelated reasons.

There is no chat feature in the MVP unless EDD Hub later adds one.

## **22. Driver payment**

The takeaway sets the payment offered to the driver.

The amount shown on the request is the amount offered by the takeaway.

EDD Hub does not handle driver payouts in the MVP. There is no driver wallet, no in-app driver balance and no payout system.

The takeaway pays the driver directly using its existing arrangement.

Any payment issue should be reported through the app or raised with admin, but EDD Hub is not the payer of the driver payment unless EDD Hub expressly introduces an in-app payout system later.

## **23. No guarantee of work or earnings**

EDD Hub does not guarantee:

- minimum jobs
- minimum earnings
- regular work
- specific delivery volume
- specific takeaway demand
- specific acceptance rates
- that every accepted job will be completed
- that every takeaway will pay without issue

You choose whether to go online and whether to accept jobs.

## **24. Cancellations by driver**

If you cancel after accepting a job, the cancellation is logged.

During the MVP:

- first cancellation may result in a warning
- second cancellation within 7 days may trigger admin review
- third cancellation within 7 days may allow admin to temporarily suspend the driver
- no automatic suspension is required
- admin decides based on the circumstances

You should only cancel after acceptance if there is a genuine reason.

## 25. Unsafe location concern

You may report or cancel a delivery using the reason Unsafe location concern where there is a genuine safety concern.

This may include concerns about violence, theft, dangerous access, threatening behaviour, dangerous dogs, repeated scams, or another serious safety issue.

This is not a public blacklist system. EDD Hub may review repeated reports internally for safety, dispute and operational purposes.

You must not misuse this reason to avoid ordinary inconvenience, distance, weather, low payment, or a job you simply no longer want.

## 26. Driver no-show

If you accept a job but do not arrive, the takeaway may report you as a driver no-show.

A driver no-show may count like a cancellation or warning. Repeated no-shows may lead to admin review, suspension or removal from the platform.

## 27. Takeaway not ready

If you arrive and the order is not ready, you may report Order not ready through the app where available.

This protects drivers from unnecessary waiting. You must report this truthfully. A false report may lead to admin review.

## 28. Issues and disputes

You may report issues through the app or to support, including:

- takeaway not ready
- wrong address
- customer unreachable
- takeaway cancelled after arrival
- payment issue
- unsafe situation
- unsafe location concern
- other issue

Takeaways may also report driver-related issues, including driver did not arrive, driver late, driver cancelled, order not delivered, wrong status, false arrived, payment issue or other issue.

Admin may review job timelines, timestamps, driver details, takeaway details, notes, uploaded images, reports, job events and status changes.

The platform job timeline and logs are the main operational record for disputes.

## 29. Safety

You must not complete a delivery if it would put you or another person at serious risk.

If you face an unsafe situation, you should report it through the app where possible and contact emergency services if needed.

EDD Hub may suspend, restrict or investigate accounts linked to unsafe behaviour.

## 30. Notifications and sounds

Push notifications are alerts only. The app itself is the source of truth.

A job request may appear inside the driver app even if a push notification fails.

You should keep notifications and sounds enabled while online. If notifications or sounds are disabled, you may miss jobs.

## 31. Offline or bad signal

If you lose signal or the app shows connection lost, you must not rely on risky actions such as accepting or updating a job until the app reconnects.

EDD Hub may prevent certain actions while connection is lost to avoid duplicate actions, incorrect status updates or failed acceptance attempts.

## 32. Account security

You are responsible for keeping your account secure.

You must not:

- share your login details
- let another person use your account
- use another person's account
- create duplicate accounts
- bypass app restrictions
- interfere with the app or platform
- attempt to access admin or takeaway areas without permission

You must tell EDD Hub if you believe your account has been accessed without permission.

## 33. Suspension, restriction or removal

EDD Hub may warn, restrict, suspend or remove your account if you:

- provide false information
- fail right-to-work checks
- fail driving licence checks
- fail insurance checks
- fail MOT checks where applicable

- fail any DBS/background check if later required
- allow documents to expire
- misuse customer/order information
- cancel repeatedly after accepting jobs
- repeatedly fail to arrive
- falsely mark arrived, picked up, delivered or completed
- act abusively or unsafely
- misuse the app
- breach these Driver Terms
- create legal, safety, fraud, payment or operational risk

EDD Hub may also suspend access while investigating an issue.

### **34. Admin decisions and logs**

EDD Hub admin may review driver activity and job history.

Admin may view:

- current status
- city/cities
- job history
- profile photo
- licence evidence
- MOT evidence where applicable
- insurance documents
- right-to-work documents
- cancellation history
- no-show history
- reports
- timestamps
- job timelines

Logs cannot be deleted through the normal admin user interface.

### **35. Data and privacy**

EDD Hub processes driver information to operate the platform. This may include name, email, phone number, profile photo, vehicle details, driving licence evidence, MOT evidence, insurance documents, right-to-work documents, job history, location-related information where available, app status, reports and dispute information.

Personal data is handled according to the EDD Hub Privacy Notice.

You must not misuse personal data belonging to customers, takeaways, other drivers or platform users.

## 36. Changes to these Driver Terms

EDD Hub may update these Driver Terms.

If the terms change, you may be asked to accept the latest version before going online or using the platform.

No accepted terms means no live driver account.

## 37. Ending your use of EDD Hub

You may stop using EDD Hub at any time.

EDD Hub may close, restrict or suspend your account if required for legal, safety, compliance, fraud, document, payment or operational reasons.

Some records may be kept after your account closes where needed for accounting, legal, dispute, security, safety or platform integrity reasons.

## 38. Liability

EDD Hub provides platform tools but does not guarantee that the platform will always be available, error-free, uninterrupted, or that every request will result in a completed delivery.

You remain responsible for:

- your driving
- your vehicle
- your licence
- your MOT where applicable
- your insurance
- your right to work
- your delivery conduct
- your tax position
- your legal compliance
- your safe handling of orders
- your truthful use of app statuses

Nothing in these Driver Terms excludes or limits liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation, or any other liability that cannot legally be excluded or limited.

## 39. General legal terms

EDD Hub may transfer its rights and obligations under these Driver Terms as part of a business sale, restructuring, group arrangement or platform transfer.

If any part of these Driver Terms is found to be invalid or unenforceable, the remaining parts will continue to apply.



A delay in enforcing these Driver Terms does not mean EDD Hub has waived its rights.

#### **40. Governing law and courts**

These Driver Terms are governed by Scots law.

Disputes will be handled by the courts of Scotland, unless otherwise required by law.

#### **41. Contact**

Support and complaints: [support@eddhub.co.uk](mailto:support@eddhub.co.uk)

Privacy: [privacy@eddhub.co.uk](mailto:privacy@eddhub.co.uk)

Billing queries relating to takeaway invoices: [billing@eddhub.co.uk](mailto:billing@eddhub.co.uk)