

Appendix 1

Taxi Use & Booking Policy

Taxi Policy:

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1. Introduction

This document outlines the university's policy regarding the use of taxis and approved taxi accounts for business-related travel.

Non-compliance with any part of this policy, or with related procedures, may result in travel approvals being withheld, reimbursement claims denied, and/or further action taken under applicable university regulations.

2. Scope and Purpose

This policy outlines the requirements and responsibilities associated with the use of taxis and taxi accounts for business-related travel at the University of Glasgow.

It applies to all University of Glasgow representatives, including employees, temporary and agency staff, affiliates, volunteers, and staff of subsidiary companies, regardless of funding source, whenever taxi services are used during university business.

The University supports sustainable business travel, especially for frequent travellers. Compliance with this policy is the responsibility of both staff and students who use taxi services or arrange bookings on behalf of others.

Taxi costs will be reimbursed by the University only when the travel is wholly, necessarily, and exclusively for official university business. The University does not accept responsibility for any taxi use that falls outside these parameters.

This policy should be read in conjunction with any travel-related guidelines provided by external funders, where applicable. It is the responsibility of the staff member or student to ensure compliance with both university and external requirements prior to booking.

3. Taxi Usage

The University of Glasgow encourages the use of the most [sustainable mode of transport](#) for business-related travel, where appropriate, such as public transport. Taxi use should be limited to circumstances where other modes are not reasonable and must be pre-approved by the relevant line manager.

Where taxi usage complies with this policy, associated costs may be reimbursed through the appropriate expenses process by staff or students. The University maintains procedures to ensure compliance with its obligations under the [Equality Act 2010](#)

Taxi use is permitted only under the following conditions:

- Suitable public transport is unavailable for short journeys
- Multiple staff members are travelling together, and taxi travel is more economical
- Public transport is impractical due to transporting goods, heavy or valuable items, or in cases of illness, injury, pregnancy, or similar circumstances
- Personal safety considerations whilst travelling on behalf of the university make alternative transport unsuitable
- Time of travel renders other options unfeasible (e.g. late night or early morning)
- Taxi is a more appropriate option for staff or students with disabilities
- Taxi Account use is restricted to journeys in and around Glasgow and only by exception
- Prior approval is obtained from a line manager before booking

Taxi Accounts

Taxi accounts are approved only in exceptional cases. Glasgow Taxis is the University's official taxi partner and must be used for account-based bookings within the Glasgow area, where appropriate. To apply for a taxi account, use the following [application form](#).

Once opened, an account must be used frequently enough to justify its continued operation. Those responsible for managing taxi accounts must uphold the responsibilities associated with maintaining and administering them.

Examples for holding a taxi account include:

- Regular travel between university campuses (e.g. estates staff)
- Ongoing and regular transportation of goods across or between campuses
- Frequent delivery of medical items between university facilities and NHS buildings

Note: The same application process applies to requests for taxi accounts outside of Glasgow.

4. Management of Taxi Accounts

Monitoring Inactive Accounts

The University will periodically review taxi account activity in partnership with Glasgow Taxis or other approved taxi companies. Accounts that are inactive or infrequently used may be subject to closure, where deemed appropriate. In the event of a dispute, resolution must be sought directly with Glasgow Taxis, or relevant company, in line with the provided [guidance](#).

Account Closure Procedures

Taxi accounts can be closed at any time by the designated account administrator. To initiate closure, contact Glasgow Taxis at: office@glasgowtaxis.co.uk, or relevant company. It is the account administrator's responsibility to confirm that the closure has been processed successfully.

In addition to inactivity, accounts may be closed for the following reasons:

- Duplicate accounts
- Misuse of the account
- Sharing of account PINs without authorisation
- Failure to update PINs or maintain accurate account information
- Use of taxis for purposes unrelated to university business

Misuse and Disciplinary Action

Intentional misuse of taxi accounts, including fraudulent activity or use for non-business purposes, may lead to formal action being taken in conjunction with People & Organisational Development.

5. Roles & Responsibilities of Taxi Account Use

Staff members and administrators using or managing taxi accounts, whether for own business bookings or on behalf of others, must adhere to the following responsibilities to ensure appropriate use and secure operation:

Security & Access

- Taxi bookings must be made exclusively through the University's approved taxi partner.
- Each taxi account is managed via a secure Personal Identification Number (PIN), accessible through the official mobile app or online portal.
- PINs must only be shared with individuals who are authorised to make bookings for themselves or their department.
- PINs must be changed every six months to prevent misuse.
 - Exception: Staff in Disability Services supporting student travel may change their PIN annually, aligning with the academic calendar.

Changes in Staff Roles

- If a staff member leaves the University or changes roles such that they no longer manage a taxi account:
 - The PIN must be changed immediately.

- Contact details must be updated with Glasgow Taxis to reflect new account ownership.
- Accounts with outdated information will be terminated by Glasgow Taxis.

Disability Services Guidelines

- Where a taxi account is associated with a student who has graduated or left the university, the account must be closed promptly.

Booking Conditions

- All bookings made through taxi accounts must align with the approved use cases outlined in the University's taxi policy.

6. Freedom of Information (Scotland) Act 2002

In line with the Freedom of Information (Scotland) Act 2002, the University of Glasgow recognises and upholds the general right of public access to recorded information it holds. This includes, where applicable, details of expenditure incurred through taxi accounts managed by the University.

All taxi account activity is subject to disclosure under FOI legislation, and users should be aware that such data may be requested and released upon formal application, in accordance with the University's obligations under the Act.

7. Data Protection

To be approved as a taxi account administrator, or to gain access to the Glasgow Taxis Booking App or web-based booking platform, users must consent to the processing of their personal data by Glasgow Taxis in accordance with the University's Taxi Usage Policy.

The University of Glasgow is designated as the **Data Controller** for all personal data submitted as part of taxi account applications. Account administrators are required to review and understand the associated [Privacy Notice](#) before applying.

The full **Glasgow Taxis Privacy Policy** is available on the [Glasgow Taxis Website](#) and should be consulted by all users interacting with taxi booking systems or account services.

8. Audit and Review

The University will conduct regular reviews of taxi usage to ensure alignment with this policy and may update the policy as necessary to reflect evolving business needs and compliance obligations.

All University representatives may be subject to audit or review at any time to assess adherence to this policy. It is the responsibility of account holders and users to ensure their taxi bookings remain compliant and appropriately documented.