Man With Van App

Terms & Conditions and Privacy Policy

Effective date: 2 November 2026
Version: 2026-11-02

manwithvanapp.co.uk
Contact and privacy enquiries: manwithvanapp.co.uk/contact

Terms & Conditions

1. About the platform

Man With Van App, available at manwithvanapp.co.uk, connects customers with independent van drivers for transport, delivery and removal services. Drivers are responsible for carrying out the transport services they agree to provide. The platform provides booking, communication and payment tools; it does not represent that drivers are its employees or that it owns their vehicles.

A quote request is not a confirmed booking. Check the selected offer, payment requirements and booking status. A company offer may require payment before an administrator assigns a specific driver; payment of that offer does not mean a particular driver has already accepted.

2. Drivers and insurance

Drivers apply as independent service providers and provide vehicle, licence and insurance information for review. Approval of an application is not a guarantee of ongoing insurance validity, a particular level of cover or the suitability of every item for transport.

Before the move, ask the selected driver to confirm any insurance cover and limits relevant to your items. Do not assume that every loss or type of item is covered.

3. Accurate information and agreed prices

Give accurate pickup and delivery addresses, moving dates, item descriptions, access and stair details, required van size and carrying-help requirements. Tell the driver about fragile, unusually heavy or valuable items before work starts.

Review the total and any included charges before confirming. Prices are in pounds sterling. New bookings normally use a 20% upfront platform share; the amount and percentage actually shown for your booking take precedence, including older booking arrangements. The platform share is included in the displayed agreed total, not added a second time.

For timed services, check the included hours and any displayed extra half-hour rates. Extra time or work must be discussed and agreed with the driver. Do not assume additional work is included or that the platform automatically charges your saved card for it.

4. Payments and balances

Website and app card payments are processed through Square. Available methods, including eligible wallets or Clearpay, depend on Square, the device and the individual checkout. We do not promise that every method will be available.

Where offered, choose the displayed deposit or full-payment option. With a deposit booking, the remaining balance shown in your booking is payable to the driver under the agreed booking arrangements, normally on moving day. A voucher or account credit may reduce the amount payable by card.

Payments are not described as escrow or as an independently guaranteed protection scheme. Payment processing does not itself guarantee completion of the transport service. Keep your booking and payment confirmation. Never pay again solely because a confirmation is delayed; check the booking payment status or contact support.

5. Cancellations, replacements and refunds

If you need to cancel or change a booking, use the available booking controls or contact support promptly. Tell the driver about changes that affect the agreed service.

If a driver cancels, the platform may seek a replacement. A search or displayed nearby driver is not a guarantee that another driver has accepted. Follow the booking updates and any confirmation steps shown to you.

For paid bookings, a cancellation can create a refund request for administrator review; it does not automatically return money to your card. Any refund decision must take account of the booking, services already provided, the circumstances and your applicable legal rights. Where a refund is approved, processing and bank timings vary; no fixed return date is guaranteed. Contact support if you need an update.

6. Damage, loss and legal rights

If an item is damaged or missing, record what happened, take photographs where possible and raise it promptly with the driver and platform support. Keep relevant booking messages, receipts and item information. The driver or their insurer may need to investigate the claim.

These terms do not exclude or limit any liability or consumer rights that cannot lawfully be excluded or limited. In particular, they do not remove rights concerning fraud, fraudulent misrepresentation, or death or personal injury caused by negligence. A driver's independent status does not by itself remove any legal obligations the platform may have.

7. Information sharing and disputes

Information needed to arrange a booking may be shared with the other booking party. Relevant records may also be disclosed where necessary and lawful to investigate a complaint, insurance claim, dispute or legal request. Driver identity or insurance documents are not made publicly available simply because an account has been created.

The Privacy Policy explains the information handled by the service and how to raise a data request. Use the Contact page for terms, booking or privacy enquiries, or private in-account Support for an existing account.

8. Policy versions

These terms take effect from the date shown on this page. Before proceeding to website checkout, you are asked to agree to the Terms & Conditions and acknowledge the Privacy Policy. The policy version and server

time of that confirmation can be recorded with the booking.

Changes to this document do not silently change an already-agreed booking price or automatically remove rights relating to an earlier booking.

Privacy Policy

1. Who this notice covers and how to contact us

This notice describes information handled by the Man With Van App service at manwithvanapp.co.uk and its booking apps. For privacy questions or data requests, use the website Contact page and identify the request as a privacy enquiry. Existing account holders can also use private in-account Support.

This notice is not a certification of UK GDPR compliance. Applicable data-protection rights and obligations are not replaced by this document.

2. Information we handle

Customer account information includes name, email address, telephone number, account identifiers, password hashes and, where used, social-sign-in identifiers. Bookings include pickup and delivery addresses, dates and times, access details, vehicle and help choices, item descriptions, notes, photos, offers and booking status.

Driver applications and accounts include contact and address details, vehicle information, licence and insurance information, uploaded documents, profile and vehicle pictures, approval and pricing information, and bank details supplied for payouts.

The service also handles booking and support messages, contact enquiries, email-delivery information, notification preferences, device push tokens, payment references, amounts, refunds and checkout status. Secure payment details are processed by Square; the platform receives payment tokens and transaction information rather than storing your full card number.

Where driver location sharing is enabled for an assigned job, the service may process location updates to support job tracking. Location sharing is subject to the app controls and device permissions; it is not a promise that every driver is always tracked.

3. Why information is used

Information is used to create and secure accounts, obtain and manage quotes, arrange jobs, process payments, administer driver applications and payouts, send relevant email or push updates, provide support, investigate disputes, reduce misuse and meet applicable legal and accounting obligations.

Depending on the purpose, the lawful basis may be steps requested before entering a contract or performance of a contract, compliance with a legal obligation, legitimate interests such as service security and support, or consent where required. Optional cookies and certain device permissions depend on your choices. Acknowledging this notice is not consent to marketing or optional tracking.

4. Sharing and service providers

Necessary booking information is shared with the relevant customer or driver, subject to the service's contact-privacy controls. Approved driver pictures may be visible to customers; private application documents

are restricted to authorised review and support uses.

Service providers may process information for payments, hosting and file storage, authentication, maps and address searches, email delivery, push notifications and support. Square is the payment processor used by the current service. Google and Apple may also process information when you use their sign-in, maps, wallet or device services.

Relevant information may be disclosed where required by law or necessary to handle a legal, insurance, fraud or safety matter. We do not sell or rent customer or driver personal information. Some providers may process information outside the UK; applicable international-transfer requirements must be observed.

5. Cookies and activity information

Essential account and booking functions use necessary browser or app storage. The service also records limited operational activity, such as broad screen names, booking-flow events, platform, server time, IP address and approximate country.

Optional website analytics and advertising tools, including Google Analytics, Google Ads, Meta Pixel and Microsoft Advertising UET, are controlled through the optional-cookie choice. See Website and app activity privacy for the detailed notice and use Cookie settings in the footer to change your choice. Rejecting optional tracking does not prevent you from accepting booking terms or using checkout.

6. Security and retention

The service uses HTTPS for data in transit and access controls for private information. Security measures reduce risk but cannot guarantee that information is never lost or accessed unlawfully.

Information is kept for the purposes for which it is needed and applicable legal, accounting, security or dispute obligations. A deletion request does not necessarily remove transaction or dispute records that must lawfully be retained. Driver payout information may need to be retained on a restricted basis while outstanding payouts are resolved.

7. Your choices and rights

Depending on the circumstances and applicable law, you may request access, correction, deletion, restriction, portability or object to processing. Where processing depends on consent, you may withdraw it without affecting processing already carried out. Account deletion and privacy requests may require identity checks to protect your information.

Manage available email and push preferences in your account. An application-reminder opt-out stops those reminders; it does not delete an account or stop essential communications about existing jobs.

You can complain to the UK Information Commissioner's Office at ico.org.uk if you are concerned about how personal information is handled. You may also contact the service first so the issue can be investigated.

8. Changes and related notices

This notice has the effective date and version shown on the page. Material changes will be reflected in an updated notice. Read it together with the Terms & Conditions and the separate Website and app activity privacy notice.