



Frequently Asked Questions

How are DrivePoints generated?

We use complex algorithm based on hundreds of millions of pieces of historical driving behaviour data in order to generate your DrivePoints. The higher your DrivePoints (scored from 0 to 100) the better driver we consider you to be.

You share your driving data on speeding, use of accelerator, use of brake and length of journey amongst other parameters such as time of day, fatigue and distraction to create your DrivePoints rating. We provide you with hints and tips to help you become a better driver.

Mobile battery usage

When recording, the App will be using its GPS locator. This does use more of the battery than if the phone is on standby. To avoid draining your battery on long journeys, the App stops when it detects low battery life. The phone may also be warmer to touch, which is normal. You can reduce battery drainage with the use of an in-car charger.

What App permissions should I agree to?

If you haven't allowed the App to access your location (either "always on" or "background location") we are unable to process any trips and assess your DrivePoints rating. Please allow these permissions when prompted during set up or access your mobile settings to allow this level of access.

Data usage

The App has a compression technique so we are able to keep your data usage to a minimum. An average driver will send us 10MB of data per month, approximately less than 3 downloaded songs.

Who can see my data?

We do not share your personal data with any third party, other than our partners. Your data is scored by an automated system maintained and strictly protected by us.

We use the information to bring you personalised driving tips for the way you drive and participate in the research project you have voluntarily joined.

Who can access my data?

We will not voluntarily submit your data to any authority. In some circumstances, such as theft of your car or court orders relating to a serious collision resulting in an injury or fatality, we may be obliged to provide data to the police and/or other statutory authorities for the detection and prevention of fraud and other criminal offences or as part of a criminal investigation. Urban Analytica does use aggregated driving data to assist in road safety research such as identifying black spot intersections and improving driver safety. See our Privacy Policy for more information.

I have upgraded my phone

If you have a new mobile phone, you can download the app from app stores and we can re-send an activation code to continue usage. Contact support@drivepoints.com.au for an activation code.

I want to report an accident or driving incident

Go to "Report an accident" in the App menu, take photographs of the incident at the scene, including any damage to your car using your mobile's camera and then upload to support@drivepoints.com.au. This information is voluntary and helps our research into driving intents and safety. The information is not used for insurance claims with your insurer unless you request this.

My car records greater distance than the app shows

We can only measure your distance travelled where we have sufficient GPS accuracy. For example, if you drive through a long tunnel, your car will register the kilometres travelled and deduce speeds, but your mobile will have no signal for some sections of road. We randomly sample your driving, so not all journeys made in the car will be recorded, as it's your overall trend or style of driving over time that is used for your DrivePoints rating.

My DrivePoints rating fluctuates

Your DrivePoints may fluctuate upwards and downwards when you first use the App as it collects enough driving data but will stabilise over time to show your consistent driving style.

I disagree with the data

We have a small tolerance level around each speed limit. If we have indicated that you were speeding frequently and you are not, please email us at support@drivepoints.com.au so our team can re-check the database of speed limits.

I was not the driver on a recorded trip

In the trip you can nominate that you were a passenger and not the driver of a recorded journey. Simply click on the passenger tab and the trip will be removed in compiling your DrivePoints score.

Personal circumstances

If you believe your personal circumstances warrant further limits on data collection, please contact support@drivepoints.com.au

I have changed my car

If you have changed your car, please let us know. Your App will continue to work but we need to know the details of the new car.

I want to update my details

You can update your details at support@drivepoints.com.au

We remotely switch off the App on cancellation

If you do cancel your participating in a research project, we will stop collecting information from your app within 72 hours. After your decision to cancel, you can delete the App to stop recording.

How do you access, correct, or remove information we hold about you?

You may contact us on email@email.com to request access to, correct or remove any personal information that you have provided to us. We may not be able to accommodate all requests to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

If you choose to stop participating.

Delete the app from your phone or cancel your current participation to support@drivepoints.com.au. After the closure of your account, you will not be able to access our platform or app. It's important to be aware that after the account is closed, we may still retain some information in your account related to your driving behaviour history. This is necessary for compliance purposes. We may also retain backup copies and archival files of your information to satisfy our state and federal legal obligations or regulatory requirements. However, we will not share your information with any partner or a third party, except for the information that has already been shared with your consent.

You can contact us by emailing:

support@drivepoints.com.au