

Uber discloses rape data after leak

7 March 2016 | [Technology](#)



Getty Images

Uber has revealed it received five rape allegations between December 2012 and August 2015.

The firm said the figure accounted for 0.0000009% of more than 500 million Uber journeys made during that time.

The information was released after BuzzFeed obtained screenshots suggesting more than 5,000 messages concerning rape had been logged by Uber customer support.

But Uber said the numbers were "highly misleading".

'Overstated'

Screenshots **published by BuzzFeed** showed a support centre agent searching Uber's customer correspondence database for terms such as "sexually assaulted" and "rape".

There were more than 5,800 search results for "rape" and 6,100 for "sexual assault", with some emails showing descriptions such as "Driver sexually assaulted me".

In a blog post, Uber said the numbers were overstated because:

- Passengers often misspelled "rate" as "rape", and some wrote messages such as "you raped my wallet"
- Search results included complaints from people who had not actually travelled in an Uber
- The results included questions about sexual assault from customers who had seen the topic raised in news reports

The ride-sharing company said an analysis of its search results showed five conversations that alleged rape had occurred during December 2012 to August 2015.

170 messages included a "legitimate claim of sexual assault".

"Resolve without escalating"

But Uber admitted: "When serious incidents occur, people often report them directly to law enforcement. Therefore, those incidents may not be reflected in the numbers."

Buzzfeed asked Uber to provide with the data for independent analysis, but Uber responded that this would be a "serious breach of our riders' and drivers' privacy".

Details of Uber's instructions for support centre staff were also among the leaked screenshots.

Instructions for dealing with drivers reported for drinking or taking drugs state: "if rider does not want to escalate with [law enforcement] or media, follow strike system, issue warning, and resolve without escalating".

Writing on Medium, Uber said: "We're the first to admit that we haven't always gotten things right. But we are working hard to ensure passengers everywhere can get a safe, reliable ride.

"Sadly, no means of transportation is 100 percent safe today. Accidents and incidents do happen.

"It's why we are working to build an exceptional customer support team that can handle problems when they occur, including working with law enforcement."

Update:

*Uber originally said that names and email addresses containing "rape", such as Draper, would have been included in the search results, leading to the headline figure being overstated. The firm has **since acknowledged this was inaccurate**.*

It now says that names would only have been counted if they began with the four letters, eg the surname Rapeller.



About sharing



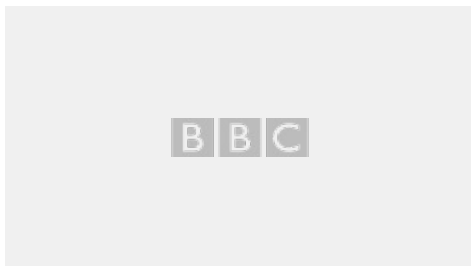
Uber offers £20m settlement over 'safe ride' lawsuits

12 February 2016

Will Boris Johnson make us give up Uber?

5 October 2015

Technology



Google AI beats Go master in first game

9 March 2016 | [Technology](#)



Cyber-scammers target Minecraft gamers

9 March 2016 | [Technology](#)



Toyota develops device for blind people

8 March 2016 | [Technology](#)

Top Stories

Indonesia sees 'magical' solar eclipse

N Korea claims 'miniature nuclear warhead'

Google AI beats Go master in first game

Features & Analysis



In pictures

Indonesia's three minutes of total darkness



Precious rubbish

Five remarkable stories of Japan's tsunami debris



Mystery missive

How a letter from the 1870 Paris siege arrived in Australia



Bad beats

Controversy over Malaysia leader's DJ son



Closing minds

The tragic trend of hyper-nationalism in India



Genie under arrest

The 3,000-year-old carving now in a London police vault



Google v genius

Search firm's AI team battles world's Go champion



Trump the Scot

In search of Donald Trump's Scottish roots



IS: The full story

How the Islamic State group rose to challenge the world

Most Popular

Read

Watched

Trump tightens grip on White House race

1

Ukraine pilot defies Russian judge

2

'Fifth Beatle' Sir George Martin dies

3

Kim's nude selfies - Your views	4
N Korea has 'miniature nuclear warhead'	5
Five remarkable stories of Japan's tsunami debris	6
Google AI beats Go master in first game	7
Saudis shocked by suicide bomber ‘prank’	8
Top IS commander targeted in US strike	9
Has Trump killed off Rubio?	10

Sections

v

BBC News Services

- On your mobile
- On your connected tv
- Get news alerts
- Contact BBC News

Explore the BBC

News	Sport
Weather	Shop
Earth	Travel
Capital	Culture
Autos	Future
TV	Radio
CBBC	CBeebies
Food	iWonder
Bitesize	Music
Arts	Make It Digital
Taster	Nature
Local	

Terms of Use	About the BBC
Privacy Policy	Cookies
Accessibility Help	Parental Guidance
Contact the BBC	Advertise with us
Ad choices	