

Ridesharing and Confidentiality Informational Sheet

Issue Date: November 2025

Revised Date:

Overview:

On August 13, 2025, The Office for Victims of Crime (OVC) released a bulletin on [Ridesharing Information for Subrecipients of Victims of Crime Act \(VOCA\) Funding](#). The bulletin highlights the importance of protecting participant information when using rideshare services.

This informational sheet will outline privacy and confidentiality best practices for grantees providing victims of crime access to rideshare services.

Allowable Travel Costs:

Under MOVA grants, travel for participants is allowable under the following circumstances when related to the victimization:

- Travel to receive direct services
- Travel to relocate due to not being able to safely return to their previous housing
- Travel to participate in the criminal justice system

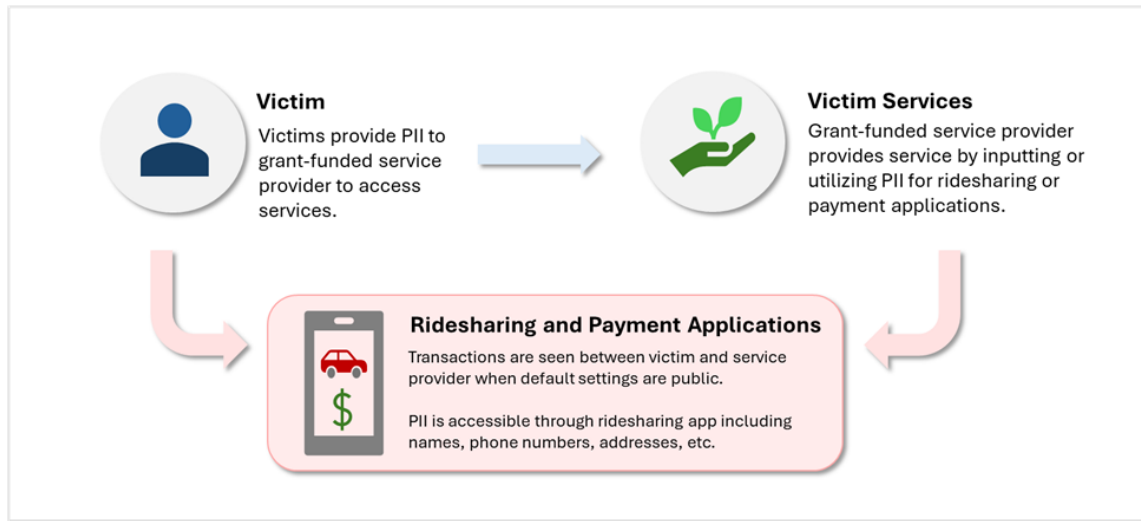
Travel may be provided via bus or taxi vouchers, gas cards, train tickets, public transportation options and/or rideshare services.

Confidentiality and Personally Identifiable Information (PII):

Information on confidentiality and Personally Identifiable Information (PII) requirements for grantees can be found on [MOVA's website](#) and in the [MOVA Grants Policies and Procedures Manual](#).

Grantees must have and follow a written confidentiality policy. The policy must protect participants' information from use or disclosure without their consent. This includes information such as name, address, and birthday.

The use of rideshare services to provide travel for participants raises concerns regarding the lack of user privacy and potential release of confidential data, as outlined below:



Best Practices – Document Submission to MOVA:

Backup documentation submitted with an expense report and/or desk review should not include confidential participant information which is identifying - even if it does not rise to the level of PII. Examples of this include, but are not limited to:

- Rideshare receipts which indicate the address a participant was transported to or from
- Rideshare receipts which indicate the participant's name or phone number

All information submitted to MOVA is subject to [Massachusetts Public Records Laws](#). Because this information is identifying, submitting it to MOVA could be in conflict with a grantee's written confidentiality policy.

If this information is submitted, the grantee's MOVA Program Coordinator will:

- Delete the file(s) which contain the identifying information
- Request that the grantee resubmit the documentation with the identifying information redacted
 - Ongoing or repeated submission of confidential participant information or personally identifying information may be considered in future risk assessment and/or monitoring activities. MOVA reserves the right to reopen closed monitoring events.