

Re: Right of Response: use of AI

From

[REDACTED]

To

[REDACTED]

CC

[REDACTED]
[REDACTED]

Date Tuesday, January 27th, 2026 at 2:47 PM

Dear

[REDACTED]

Further to the below - thank you for sharing the draft article that Privacy International intends to publish on January 30th, 2026 with regard to the acquisition of the Just Eat Takeaway Group (“JET”) by the Prosus Group.

Indeed, as pointed out in the draft article, Prosus made it clear throughout the transaction that as a result of the acquisition JET will be able to leverage Prosus technological advancements in the implementation of AI, in order to significantly improve its competitive position.

However, these AI advancements shall be implemented in accordance with the required guardrails and applicable regulations, in particular the GDPR (or where applicable UK GDPR) and in the future, within the European Union, under the provisions of the national legislation adopted as part of the implementation of the Platforms Workers Directive (PWD). Additionally, please note that all companies of the Prosus Group are covered by the [Responsible AI Policy](#).

iFood has many examples of harnessing AI advancements to benefit their courier community, such as: “Drivers’ Score” and “Account Health” features that provide couriers with clear, visible metrics regarding their performance and account risks; Integrated Support with Jhow which is a support feature within the app that provides instant and effective assistance to couriers; and human oversight and redress rights in respect of any deactivation decisions.

Looking at advancing courier standards more broadly, in January this year, Prosus announced being a founding member of the [World Economic Forum’s Good Work Principles for the Platform-Enabled Economy](#). Together with other industry-leading founding members – iFood, Just Eat Takeaway, Delivery Hero, Takealot, Swiggy, Zomato, Grab, iFood, Doordash and Uber - we identified and established a framework of key principles that make platform work a valuable contribution to the future labor markets around the world, guiding a shared vision of responsible leadership and scalable action that empowers platform workers.

I do hope this helps clarify our position but we remain fully available should you have any follow up questions.

Best,

[REDACTED]

On Mon, Jan 26, 2026 at 5:11PM [REDACTED] wrote:

Dear [REDACTED]

Thank you for your email. Apologies we were unable to respond sooner.

We are coordinating input from JET, Prosus and iFood and aim to provide our written response by tomorrow morning.

Appreciate this may be too late for your deadline but wanted to assure you that we are working on this.

Best, [REDACTED]

----- Forwarded message -----

From: [REDACTED]

Date: Wed, 7 Jan 2026 at 17:00

Subject: Right of Response: use of AI

To: [REDACTED]

[REDACTED]

Cc: [REDACTED]

[REDACTED]

To whom it may concern,

We are writing to you in light of Prosus' acquisition of JustEat Takeaway. It has been claimed that the primary benefit of this acquisition will be the [integration of AI](#) in JET's business.

Firstly, we wanted to give you the opportunity to respond to the attached article, which outlines concerns that stem from the labour practices of, and working conditions experienced by, drivers at your company iFood. We intended to publish this article on January 30th, please respond within 14 days.

We are also writing to enquire what this takeover will mean in reality for JustEat drivers, and what transparency mechanisms you have in place to safeguard harms from these AI systems. We presume that your experience of owning iFood - who claim to have integrated 124 artificial intelligence models throughout their business - will inform your use of AI and other forms of automated decision making. We have attempted to gain a greater understanding of iFood's use of AI through its website - but the webpages that [seem to explain more](#) are all broken.

Specifically:

1. What kinds of automated decision-making systems (including AI models) do you intend to integrate into JET?
2. What changes do you anticipate this will bring to your business as a whole?
3. What transparency and explainability reporting/disclosure mechanisms are you integrating alongside these new automated decision-making systems and AI models?
4. How will these changes affect drivers' working conditions, such as job allocation/assignment, pay

structure, etc.?

5. What safeguards (i.e., data protection safeguards, employment protection) will be implemented to accompany the increased use of AI?

Drivers deserve to understand the way in which they are managed. This is a crucial step to ensuring accountability and appropriate oversight of the technology governing workers' futures. It is vital that this merger does not create an anti-competitive race to the bottom in the food delivery labour market.

We have set out our recommendations for transparency and explainability of algorithms here: <https://gigeconomy.privacyinternational.org/>

We would be happy to discuss these questions and our recommendations in person.

Yours Sincerely,







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