



Minister for Transport; Planning; Lands

Our reference: 72-00509

Ms Kat Lane
Chair, Australian Privacy Foundation
Email: Kat.Lane@privacy.org.au

Dear Ms Lane

SMARTRIDER CARD PRIVACY ISSUES

Thank you for your letter dated 2 April 2017 in respect to privacy issues relating to data collected for individuals using SmartRider cards when using public transport in Western Australia, specifically your request for a Privacy Impact Assessment (PIA) of the system.

Transperth, a division of the Public Transport Authority (PTA), is the custodian of the SmartRider system and is required to conform to the PTA's Privacy Policy and Code of Conduct.

While the Commonwealth's Privacy Act 1988 does not apply to state government agencies such as the PTA, the agency still aims to manage personal information in an open and transparent way and is committed to ensuring good privacy practice. To this end, the PTA's Privacy Policy is aligned with the Australian Privacy Principles (APPs) to mitigate privacy risks and increase awareness throughout the PTA of privacy and data protection issues.

In addition to these policies, any PTA employee that has access to SmartRider data must adhere to the PTA's SmartRider Information System Access Policy and must sign a Code of Behaviour document acknowledging they adhere to the policy. Individuals must have a genuine business need to be given access to any SmartRider data. In addition, they must provide a National Police Clearance and agree to periodical integrity checks.

The personal data collected may be used to administer the services the PTA provides in accordance with the PTA Act and Regulations 2003.

Standard fare users can choose to travel anonymously using a SmartRider card and receive a 15 per cent discount of the cash fare. Only those standard fare users that wish to use the SmartRider Autoload function need to register their card. This is to ensure they can be contacted should a direct debit be denied by their financial institution.

Standard fare users can also register their SmartRider card to enable them to protect the value on their cards. Should a person lose or have their SmartRider card stolen, they are able to hotlist their SmartRider card and have the balance transferred to another card. The registration details in this case are there to ensure the right person is getting the balance transferred.

Concession users that wish to use SmartRider must register their card. A large portion of public transport passengers have concessional fare entitlements and Transperth use the registration data to verify a person's concession entitlement with the appropriate agency.

As concession fares are 40 per cent less than the standard fare, concession fraud and fare evasion can be high if no means of verifying a person's entitlement is enforced. By using the registration details Revenue Protection Officers can ensure the valid card holder is using the SmartRider.

SmartRider is considered Australia's leading public transport smartcard system and, while the PTA appreciate the concerns raised by your organisation in respect to SmartRider data, given the alignment of the PTA's Privacy Policy to APPs and the suite of measures the PTA has in place to manage personal data, they do not believe a retrospective PIA on the SmartRider system is warranted nor a prudent use of the agency's resources.

Thank you for taking the time to raise this matter and I assure you that the PTA is making every reasonable effort to ensure the privacy of all recorded SmartRider information.

Yours sincerely

A handwritten signature in blue ink, consisting of a large, stylized 'R' followed by a series of loops and a final flourish.

**HON RITA SAFFIOTI MLA
MINISTER FOR TRANSPORT**

02 JUN 2017