

78 Sidaway St
Chapman ACT 2611

2 November 2010

The CEO
Roam Tolling
Locked Bag 5002
Parramatta NSW 2124

Dear Sir

Re: Formal Complaints

**Re: Toll Notices 1177 789 3832-1A and 840-1A / Vehicle YYM 450
and the Lack of Convenient Anonymous Payment Options**

Because you fail to provide any other workable anonymous payment means, I sent payment for these trips to you, by registered post, including a clear statement of the dates and times and the vehicle registration number to which the payment related.

I sent it to the above address, on the next business day following my return home, 5 October 2010.

- 1. Kindly cancel the above Toll Notices, because they have already been paid.**

I am very concerned about the absence of an anonymous payment option. Travel on public roads has never previously required declaration of identity. It is a serious invasion of privacy for data to be collected on people's movements. Although of course there is a need to avoid undue costs, it is not expensive to include convenient, anonymous payment schemes in the mix.

- 2. Kindly advise how people can use the M7 / M2 anonymously.**

This is not the first time that this problem has occurred, and I am very concerned that your company has failed to implement business processes to deal with these circumstances.

- 3. Kindly confirm that your company is adapting its processes to prevent such errors.**

I am also very concerned that you breached my privacy. Moreover, you appear to have done this across jurisdictional boundaries between NSW and ACT. This access to my data was completely unnecessary, because the toll had already been paid.

- 4. Kindly confirm to me in writing that all personal data relating to my use of the M7 / M2 on those dates has been permanently and irretrievably deleted from your company's records and from any records that may have been created elsewhere.**

Yours sincerely



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