



The Hon Andrew Constance MP
Minister for Transport and Infrastructure

ML15/09189

Ms Kat Lane
Vice-Chair
Australian Privacy Foundation
kat.lane@privacy.org.au

Dear Ms Lane

Thank you for your correspondence about privacy and Gold Senior/Pensioner Opal cards.

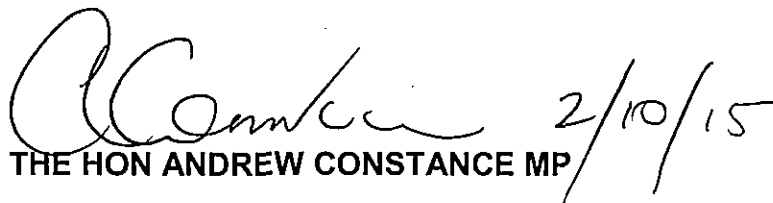
The Gold Opal card offers eligible customers travel at a significantly discounted rate. For this reason, it can only be ordered online or by phone because customers must provide details of their eligibility. When customers order their Gold Opal cards, a customer profile is created and each Gold Opal card is matched to a specific entitlement ID, for example, a customer's NSW Seniors Card.

You may be assured personal information is handled securely in accordance with the Opal Privacy Policy, which has been developed in accordance with the *Privacy and Personal Information Protection Act 1998*, and in consultation with the NSW Office of the Privacy Commissioner.

Customers wishing to travel anonymously have the option of obtaining an unregistered Adult Opal card from an Opal retailer and topping it up using cash.

Thank you for taking the time to write to me.

Yours sincerely


THE HON ANDREW CONSTANCE MP