

**Roam Tolling Pty Ltd**

Customer Services

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Reference Number: 836565

11 December 2007

Mr Roger Clarke  
78 Sidaway Street  
Chapman ACT 2611  
AUSTRALIA

 [Roger.Clarke@xamax.com.au](mailto:Roger.Clarke@xamax.com.au)

Dear Mr Clarke

Thank you for your letter dated 30 November 2007. We value your feedback and will consider the comments you have provided.

Our response to your Heads of Complaint 1 and 2 are set out below.

**Heads of Complaint 1**

National Privacy Principle 8 requires that "wherever it is lawful and practicable, individuals must have the option of not identifying themselves when entering into transactions with an organization."

In our view, the key element of this requirement is that an anonymous product option must be "practicable". The implementation of electronic, distance based tolling on Westlink M7 means that there are certain complexities in our business that need to be accounted for when structuring our service and payment channels. We collect personal information in order to allow us to receive payment from our customers (which depends on the distance travelled) in a convenient manner. We believe this demonstrates a good practical reason for requiring identification.

For the reasons above, and the reasons stated in item 3 and 8 of our letter to you dated 7 November 2007, we do not believe that Roam Tolling Pty Ltd ("Roam") is in breach of National Privacy Principle 8.

**Heads of Complaint 2**

Roam's key function and activity is to provide convenient electronic tolling solutions to our customers. We do this by offering a range of products to suit the needs of users of Westlink M7. In order for us to provide products such as the e-TAG account, we collect personal information because it is necessary to enable us to provide easy and convenient payment options to our customers.

For the reasons above, and the reasons stated in item 9 of our letter to you dated 7 November 2008, we do not believe that Roam is in breach of National Privacy Principle 1.1.





We hope that our response is helpful. Should you wish to take this matter further, you are welcome to contact the Transurban Customer Ombudsman (the "Ombudsman"). The Ombudsman provides a free and independent dispute resolution service for our customers and can be contacted through the following channels:

Address: Level 3, IBM Tower  
60 City Road  
SOUTHGATE VIC 3006

Telephone: 1800 664 871  
Fax: 03 9626 2455  
Email: [admin@transurbanombudsman.com.au](mailto:admin@transurbanombudsman.com.au)  
Website: [www.transurbanombudsman.com.au](http://www.transurbanombudsman.com.au)

Yours Sincerely

A handwritten signature in black ink that reads "Michelle Wilson".

Michelle Wilson  
Operations Manager  
Roam Tolling Pty Ltd