

Roam Tolling Pty Ltd
Customer Services

T: 13 TOLL (13 8655)
E: enquiries@roam.com.au

Commercial Services
8am–6pm Mon–Fri

T: 1300 656 884
E: commercial@roam.com.au

Locked Bag 5002
Parramatta
NSW 2124 Australia

F: 1300 553 175
W: roam.com.au



Reference: 976364
8 November 2010



Mr Roger Clarke
78 Sidaway Street
Chapman ACT 2611
AUSTRALIA

Roger.Clarke@xamax.com.au

Dear Mr Clarke

Thank you for your letter dated 2 November 2010. We value your feedback and have considered the matters raised in your letter. We respond as follows on each of those matters.

Cancellation of Toll Notices and data privacy

As previously advised, we can confirm Toll Notices 1177 789 3832-1A and 840-1A have been cancelled.

The data privacy matters you have raised at paragraph 1 of your letter are addressed in our previous letters to you of 7 November 2007 and 11 December 2007.

Use of the M7/M2 anonymously

The concern you have raised at paragraph 2 of your letter has been addressed in our previous letters to you of 7 November 2007 and 11 December 2007. For the reasons set out in those letters, we do not believe that Roam Tolling Pty Ltd ("Roam") has failed to implement any necessary business processes.

Breach of privacy laws

We do not believe Roam is in breach of National Privacy Principles. Please refer to our previous letters of 7 November 2007 and 11 December 2007 for an explanation of Roam's adherence to the National Privacy Principles.

Retention of personal information

As a matter of policy, Roam does not purge customer information from its records on the request of the customer. Personal customer information is held securely by Roam in accordance with the Privacy Act 1988 (Cth).

General information about Roam's policy on its handling of personal customer information can be viewed online at <http://www.roam.com.au/content/privacy/feature.asp?CC=88CN=51>.

We hope that our response is helpful. Should you wish to take this matter further, you are welcome to contact the Tolling 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:

Postal address: PO Box 7095, Hawthorn North VIC 3122
Telephone: 1800 145 009
Facsimile: (03) 9853 7782
Email: admin@tollingombudsman.com.au

Yours sincerely

Customer Resolutions