

Australian Standard™

**Personal privacy practices for the
electronic tolling industry**



Standards Australia

This Australian Standard was prepared by Committee IT/23, Transport Information and Control Systems. It was approved on behalf of the Council of Standards Australia on 18 May 2000 and published on 19 June 2000.

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Australian Automobile Association
Australian Bus and Coach Association
Australian Electrical and Electronic Manufacturers Association
Australian Information Industry Association
AUSTROADS
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PREFACE

This Standard was prepared by the Joint Standards Australia/Standards New Zealand Committee IT/23, Transport Information and Control Systems as an Australian Standard.

Under the terms of the Active Cooperation Agreement this Standard is the result of a consensus among Australian and New Zealand representatives on the Joint Committee to produce this document as an Australian Standard.

The objective of this Standard is to describe methods of operation and modes of business conduct that should be adopted by operators of electronic toll collection (ETC) systems and electronic parking station management systems in order to protect the personal privacy of their customers and their customers' employees.

This document is based on the existing voluntary *National Principles for the Fair Handling of Personal Information* issued by the Privacy Commissioner in January 1999.

After this Standard was finalised, the Australian Government introduced the *Privacy Amendment (Private Sector) Bill 2000* into Parliament on 12 April 2000. This new legislation may impose different or additional requirements to those covered in this Standard.

IT/23 will continue to review this Standard in light of this new legislation and will issue a revised Standard if this is considered necessary.

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STANDARDS AUSTRALIA

Australian Standard

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1 SCOPE AND APPLICATION

This Standard describes methods of operation and modes of business conduct that should be adopted by operators of electronic toll collection (ETC) systems and electronic parking station management systems in order to protect the personal privacy of their customers and their customers' employees.

Throughout this document the abbreviation ETC is used to indicate both electronic toll collection and electronic parking station operation. Most issues addressed apply equally in both of these situations. Where there has been a difference identified, it will be clearly noted in the text as applying to only one or the other type of operator.

This Standard is intended to assist ETC operators to address community, business and political concerns about personal and business privacy in a pro-active and timely manner. It is also anticipated that conformance with this code of practice will ensure that the operator complies with the requirements of current or proposed State and Federal privacy legislation.

2 REFERENCED DOCUMENT

The following document is referenced in this Standard:

ISO

TR 14904:1997 Road transport and traffic telematics—Automatic fee collection (AS 4588—1999) (AFC)—Interface specification for clearing between operators

3 DEFINITIONS

3.1 Anonymous operation

A mode of operation of an ETC system such that no personal information or data is recorded by the system (except in the event of a violation).

3.2 Customer

A person or organization that pays for the services of the operator by means of either a standing account or on a casual basis.

3.3 Data

Although the terms 'data' and 'information' are often used interchangeably; within this document the term data is used to indicate information that is provided in an automatic or semi-involuntary manner e.g. the details that are stored within a radiofrequency ETC tag and are transmitted to the ETC point by the tag with no operator intervention.

3.4 Electronic toll collection (ETC)

Electronic toll collection is the activity of automatically collecting payment from vehicle drivers and/or owners for their use of a facility such as a road. It may include such activities as vehicle identification, correlation between vehicle and account holder, and debiting an account.

For the purposes of this Standard, as noted in Clause 1, the abbreviation ETC is used to indicate both electronic toll collection and electronic parking station operation.