HOW YOUR PERSONAL INFORMATION MAY BE SHARED

TransLink may use other service providers to help us deliver your Compass Needs. To do this, we would only share your personal information with providers whose services are related to delivery and operation of the Compass program, and who meet our strict privacy and security requirements. All our service providers sign confidentiality, privacy and security agreements to protect your personal information. We may share aggregated travel information, if requested, with municipalities and other government agencies.

NOTE: TransLink is legally obligated to share your information with law enforcement when disclosure is required or authorized by law and in accordance with FOIPPA requirements.

STORING YOUR PERSONAL INFORMATION

Your financial information is stored in an encrypted manner, in line with industry-standard practices. All personal information we collect and use is physically stored in, and can only be accessed from, Canada, including backup storage facilities.

HOW LONG TRANSLINK KEEPS YOUR PERSONAL INFORMATION

We’ll keep your Compass Card transactions for 15 months so that, if you’ve registered your card, you can easily access 15-months’ worth of transactions online. After 15 months, your personal information is stripped from your travel details.

Want to unregister your Compass Card? No problem—to comply with FOIPPA and to better serve you, we’ll keep your personal information for two years, just in case you change your mind and want to re-register your card. Storing your data makes the process of re-registering quick and easy.

PROTECTING YOUR PERSONAL INFORMATION

TransLink uses industry-standard security technologies and procedures to protect your personal information, but you can help, too. When you’re registering your Compass Card or using the Compass website, be aware of who and what’s around you. Also, make sure you use secure internet networks. TransLink can’t guarantee the security of your information if you use unsecure networks.

CARD RECOVERY

Love your card? If it’s registered and turned in to TransLink, we’ll be happy to let you know and return it to you. However, if an unregistered card is lost and turned in to TransLink, it will be destroyed and not reused. Unused cards returned to TransLink by Compass retailers will also be destroyed.

ACCESSING YOUR PERSONAL INFORMATION

If you’ve registered your card, you can easily access 15-months’ worth of transactions online or by calling us and having it mailed to you. You can also see your last eight transactions at a Compass Vending Machine and your last five transactions through the automated-customer-support phone system.

And if something about your transactions doesn’t seem right, please contact Compass Customer Service (604.398.2042) and let us know.

CHANGES TO THIS PRIVACY STATEMENT

TransLink may update this Statement to reflect changes in privacy laws and technology. Please check back and re-read this Statement regularly.

If we make any changes, we’ll revise the “Last Updated” date in this Statement and highlight the changes. If you’ve registered your card, we may only email you and let you know of any updates.

QUESTIONS OR CONCERNS

If you have any questions or concerns about our privacy practices, visit translink.ca/privacy-policy or call Compass Customer Service at 604.398.2042. Our customer service representatives will be happy to help.

If you need clarification, please contact the TransLink Privacy Officer, at 778.375.7500 or privacy@translink.ca.

You can also send mail to:

TransLink Privacy Officer
400-287 Nelson’s Court
New Westminster BC
V3L 0E7

If, after contacting the TransLink Privacy Officer, you still have unresolved questions, you may contact:

Office of the Information and Privacy Commissioner
PO Box 9038 Stn. Prov. Govt.
Victoria B.C. V8W 9A4
info@oipc.bc.ca

In this Privacy Statement, the words “we” and “our” refer to the South Coast British Columbia Transportation Authority (TransLink) along with its subsidiary operating companies including Coast Mountain Bus Company Ltd., BC Rapid Transit Company Ltd. (SkyTrain), West Coast Express Limited, and its contractors.