



Compass Card Privacy Information

Protecting your privacy

At TransLink, we're committed to ensuring that your privacy and personal information are protected. The Compass system adheres to the privacy and security requirements of BC's *Freedom of Information and Protection of Privacy Act* (FOIPPA). Any personal information you provide to TransLink is collected, used and disclosed in accordance with FOIPPA and other applicable laws. In the province of British Columbia, FOIPPA establishes the privacy obligations and standards that public bodies must comply with in the management of personal information.

The personal information we collect about you

TransLink doesn't collect identifiable personal information from you unless you choose to register your card. You don't have to register your card, but if you decide to, we'll require contact information to enable you to manage your account online and to protect the balance on any cards linked to your account. If you set-up the AutoLoad feature, you'll need to provide a payment mechanism such as a credit card to pay for your Monthly Pass or to top-up your Stored Value. We employ stringent security safeguards to protect your payment details.

The Compass program was designed to collect anonymous and aggregated travel data to be used to better understand and forecast ridership volumes and to plan transit service. This data will help shape better transportation for the region and provide new and better products and services in the future.

How we use your personal information

We'll use personal information to verify your identity, to bill you for services you request, to process refunds and to send you information related to your account (e.g. changes, purchases, product expiries, AutoLoad information and account updates).

How your personal information may be shared

TransLink may use service providers to help us serve your Compass needs. 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, and as permitted by law.

Storing your personal information

All personal information we collect and use is stored in, and can only be accessed from, Canada, including backup storage facilities. 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, the information can no longer be retrieved.

Protecting your personal information

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

Other quick bytes

- No personal information is stored on the card. The card won't be linked to you unless you register or have a program card
- No names are printed on cards unless it's a program card

Program Compass Cards

The information in this document applies to all Compass Cards. There are also special considerations for program passes including, but not limited to, U-Pass BC, CNIB, BC Bus Pass and TransLink Employee Pass program passes. To meet the criteria for these programs, we may collect your name, birth year, participant ID numbers and/or photographs.

TransLink will use this information to create a program-based Compass Card just for you. Once the card is printed, we destroy your personal information, including your photo. From then on, TransLink won't have the ability to map your information to the program card unless you choose to register your Compass Card.



Questions?

Visit compasscard.ca or contact the TransLink Privacy Officer at privacy@translink.ca. You can also obtain more information about our privacy practices by visiting translink.ca/privacypolicy.