



Privacy Statement

This section contains the privacy policy of CrossCity Motorway Pty Limited (CCM), the owner of the Cross City Tunnel.

CCM respects your right to privacy and is committed to privacy protection. This page provides a brief summary about your privacy. You can also contact CCM with any queries you have about protecting your privacy by sending an email to privacy@crosscity.com.au

CrossCity Motorway Pty Ltd Privacy Policy

Some aspects of CCM's operations have the potential to impact on the personal and business privacy of its customers. CCM has developed this policy as part of its ongoing commitment to protecting the privacy of its customers' personal information.

The Federal Government has introduced amendments to the Privacy Act 1988 (Cwth.) which affect the way private sector companies use and disclose personal information.

CCM will ensure that all the personal information that it handles is managed in accordance with privacy legislation, and where applicable, in accordance with any of its published privacy codes.

What information do we collect?

By nature of its business, CCM collects and records information about vehicle movements. The following information is collected in relation to your use of the CrossCity Tunnel.

1. When you use an Electronic Tag on the Cross City Tunnel, the following information may be recorded:

- The location of your Tag in a vehicle and the time of day

- The direction in which the vehicle was travelling
- Your account status

2. An image of your vehicle and its Licence Plate Number may be collected and recorded automatically when you pass through the toll plaza and do not pay the appropriate fee. This image may be used for infringement processing.

3. We collect personal information when we process applications from individuals for a pass or when individuals pay tolls after using the Cross City Tunnel. Generally when we collect personal information, we will tell you why we are collecting it, and how we plan to use it, or these things will be obvious when we collect the information. We usually collect personal information such as name, address, telephone number, licence plate number, date of travel and financial details such as credit card and bank account information. As a general rule we do not collect sensitive information (as defined in the Privacy Act). However, if we do, it will usually be for the purposes of providing our services and we will seek your consent to collect it.

4. For the safety of our staff and other motorway users we employ video surveillance throughout our facilities and as such our security cameras may record an image of you or your vehicle.

5. The NSW Roads and Traffic Authority maintain video surveillance cameras at certain locations along the motorway for traffic, audit and management purposes. These records are not made available to CCM.

Use and Disclosure

CCM will ensure that all personal information it collects is used only for those purposes that are necessary to the carrying on its business. The information will primarily be used to enable tolls payable for the use of the Cross City Tunnel to be accurately levied and recovered.

It may be necessary for CCM to disclose personal information to organisations to which it has outsourced certain functions, such as the Operator and IT

contractors (service providers). CCM will do so on the basis that the contractors must appropriately safeguard the privacy of that information.

Arrangements between toll road operators and associated legal and regulatory authorities which are designed to minimise the complexity of transactions and facilitate customer service, by necessity involve the transfer of information between these parties. In the course of operating its business, CCM (and/or its agents and contractors) provide information to the following organisations or types of organisations:

This website: When you visit the Cross City Tunnel website under the domain name "crosscity.com.au" ("this website") we collect certain anonymous information arising out of that visit. That information includes the date and time of the visit, how long the visitor spent at this Website and the pages that were viewed during the course of that visit.

None of this information allows us to personally identify you or your email address. The information is used by us in aggregated form to help us understand patterns of use of this website. We use that information to measure the effectiveness of this website and so that we can continually improve this website for you.

This website does not currently use "cookies" but it may do so in the future. Cookies are a type of file that websites may transfer to your hard drive to allow the website to identify your computer. Cookies do not enable you to be identified as an individual.

When you use applications on this website to send us your personal information, this website allows the security of your application information to be protected through the use of Secure Sockets Layer (SSL) technology. SSL encodes the content of communications so that they can only be understood by your computer and the computers being used to operate this website. Also, when information is sent over an encrypted SSL connection it has the additional protection of a mechanism which can detect whether the information has been altered in transit. For SSL technology to operate successfully, you will need an internet browser that is SSL-compatible and appropriately configured. Your browser could then tell you whether the information you are sending us will be secure (encrypted) or not secure (not encrypted).

CCM regularly reviews developments in security and encryption technologies.

Unfortunately, no data transmission over the Internet can be guaranteed as totally secure. Accordingly, although CCM strives to protect such information, CCM cannot ensure or warrant the security of any information you transmit to us and you do so at your own risk. Once we receive your transmission, we take reasonable steps to preserve the security of the information in our own systems in accordance with the CCM Website Terms of Use and this Privacy Summary.

Roads and Traffic Authority: CCM is obliged to transfer information to the Roads and Traffic Authority for the purposes of violation infringement processing.

Law Enforcement Agencies: We will make personal information available to law enforcement or regulatory agencies only if CrossCity Motorway Pty Limited is served with a legally enforceable court order.

Research Institutions: CCM may occasionally provide de-identified or anonymous data to other organisations or traffic authorities for traffic research purposes. In such cases CCM will ensure there is no means of correlating the data to individual customers' personal information.

Tag Issuers: If you hold an Electronic Tag, information concerning your vehicle's use of the Cross City Tunnel will be provided to the issuer of that Tag in order to process payment of applicable tolls.

CCM will not at any time sell or give its customers' personal information to other organisations for their marketing purposes.

Security and Accountability

CCM will, wherever possible, collect information directly from its customers. It will ensure that customers' personal information is managed and stored safely and securely and will take appropriate steps to ensure that the personal information is protected against unauthorized access, use disclosure or modification and against loss.

Access to the personal information stored will only be available to those personnel who reasonably require that access in order for tolls payable for the use of the Cross City Tunnel to be effectively and accurately levied and recovered. These may be employees of CCM or Leighton Contractors Pty Ltd (the Operator of the Cross City Tunnel) or their respective related bodies

corporate. It may also from time to time be necessary for agents and contractors of those entities to have access to the information in order to provide support services in connection with the Cross City Tunnel tolling system.

The Operator will manage the use of personal information through a regime of access rights, password protection and effective supervision to ensure customers' privacy is respected and maintained.

Quality of Information, Access, and Correction

CCM will take all reasonable steps to ensure the personal information it holds is accurate and complete. You are able to contact us at any time if you feel the information held may be inaccurate or incomplete. Information will be destroyed once it is no longer necessary for the purpose for which it was originally collected.

How you can access your information

You can contact us to request access to your personal information. In normal circumstances, we will give you full access to your information. However, there may be some legal or administrative reasons to deny access. If access is denied, we will provide you with the reason why.

Contact us

If you have questions regarding this privacy policy or CCM's handling of information, contact The Chief Executive, CrossCity Motorway Pty Limited,

by phone: (02) 9033 3800

by mail: Locked Bag 8500, Potts Point , NSW 1340

by e-mail: privacy@crosscity.com.au