

INFORMATION CONCERNING THE USE OF PERSONAL INFORMATION COLLECTED FOR ENROLMENT IN A PROGRAM

- A. The Multi card comes in both a personalized and non-personalized form. Personal information requested when applying for a card is used to verify the status of an applicant to ensure they are eligible to obtain or renew a pass.
- B. Personal information is collected by the Société de transport de l'Outaouais (STO) for the automated system that sells public transit passes and collects payments.
- C. Personal information is collected to:
- Issue, renew, modify, replace, reactivate or cancel personalized Multi cards;
 - Sell public transit passes and collect payments, and allocate some of the payments;
 - Refund or restore passes;
 - Manage the automated system;
 - Prevent, detect or mitigate fraud; and
 - Prepare the overall transit plan.
- D. Personal information will only be available to the following individuals in the course of their duties within the STO: customer relations officers, people selling passes and employees or consultants required to use that information in the course of their duties related to the sale of passes, the collection or distribution of public transit revenues, management of the automated system or public transit planning.
- E. The release of personal information by public transit users is optional. They can choose to use non-personalized passes, which do not provide reduced fares.
- F. A customer who refuses to provide the personal information required to obtain a personalized Multi card, to prove their identity when requesting a change, replacement, reactivation or cancellation of a personalized Multi card or to obtain a refund or restitution of a pass will be turned down.
- G. A customer who provided personal information to renew, modify, replace, reactivate or cancel a Multi card is entitled to view the personal information about them, obtain a copy or request correction of inaccurate, incomplete, ambiguous information or information collected illegally. To that end, a written request attesting to the customer's identity must be addressed to the STO's access to information coordinator (Responsable de l'accès à l'information) at:

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