

# myki Commuter Club

myki

## Privacy Notice and Terms and Conditions

### Privacy Notice

**Note:** this Privacy Notice applies to personal information collected by your Commuter Club on your behalf and provided to Transport Victoria in connection with your application to the Commuter Club for a 365 day myki pass. For your Commuter Club's own policy regarding personal information it collects or uses, please contact your Commuter Club Co-ordinator.

You will generally be able to access your personal information. If personal information sought by Transport Victoria ('we' or 'us') is not provided, we may not be able to provide the myki and related services, such as registration.

For further information about privacy and on rights of access to personal information, please refer to Transport Victoria's [Privacy Policy](#).

Personal information provided by or about you or generated by using the myki is collected by Public Transport Authorities<sup>#</sup> to issue and administer the card and relevant entitlements. Personal information held by Public Transport Authorities may be used or disclosed (including to each other) for the operation of myki; to verify entitlement to concession travel; for ticketing enforcement; in emergencies; otherwise as required or authorised by or under law; or with your consent. We may send you information about transport-related services. We may contact you about other goods and services which we consider may be of interest, unless you have opted out by informing your Commuter Club Co-ordinator at the time of your application.

<sup>#</sup>Public Transport Authorities means Transport Victoria, the Department of Transport and Planning and any agent, contractor or delegate of Transport Victoria or the Department of Transport and Planning including public transport operators.

### Terms and Conditions

**Note:** these Terms and Conditions apply to the issue and use of your 365 day myki pass. Other Terms and Conditions may apply as between you and your Commuter Club. Please contact your Commuter Club Co-ordinator for details.

Your myki is issued subject to, and its use is governed by, the myki Terms of Use, the *Transport (Compliance and Miscellaneous) Act 1983 and Regulations*, and the *Victorian Fares and Ticketing Manual* ('Ticket Conditions'), as amended from time to time. The myki Terms of Use limit Transport Victoria's liability and may impose certain fees. To obtain a copy or for further information visit [transport.vic.gov.au](http://transport.vic.gov.au) or call 1800 800 007.

If your registered myki is lost or stolen, balance protection commences once you have reported it. You can report this at [transport.vic.gov.au](http://transport.vic.gov.au) or by calling 1800 800 007. If your details change, you need to inform Transport Victoria. To change your details visit [transport.vic.gov.au](http://transport.vic.gov.au) or call 1800 800 007.



For more information visit [transport.vic.gov.au](http://transport.vic.gov.au)

Transport Victoria is your central stop for information on public transport services, tickets, improvement projects and to provide customer feedback. Up-to-date information is available via our website, call centre and mobile applications.