

## Personal information

Information by virtue of article 65 of the *Act respecting access to documents held by public bodies and the protection of personal information (R.S.Q., c. A-2.1)*

1. The personal information collected in order for a registered OPUS CARD to be issued is the data necessary to either verify, issue or renew the status of people who are entitled to obtain or use a registered OPUS CARD giving access to preferred rate privileges for commuter passes, for the purposes of either renewal, amendment, replacement, reactivation or cancellation of an OPUS CARD, as the case may be;

2. This personal information is collected by the AMT for its own behalf, for the *Société de transport de Montréal (STM)*, which is responsible for operating the integrated system for the sale of commuter passes and collection of public transit revenue (the "Integrated System"), and for the benefit of public transit operating authorities and public transit organizations participating in the Integrated System;

3. The public transit operating authorities and public transit organizations participating in the Integrated System which are likely to exchange personal information for purposes of implementing this Integrated System are the following: the *Société de transport de Montréal*, the *Société de transport de Laval*, the *Réseau de transport de Longueuil*, the *Réseau de transport de la Capitale*, the *Agence métropolitaine de transport*, the *Conseil intermunicipal de transport Le Richelain*, the *Conseil intermunicipal de transport Laurentides*, the *Conseil intermunicipal de transport de Chambly-Richelieu-Carignan*, the *Conseil intermunicipal de transport du Haut-Saint-Laurent*, the *Conseil intermunicipal de transport de la Vallée du Richelieu*, the *Conseil intermunicipal de transport de la Presqu'île*, the *Conseil intermunicipal de transport de Sorel-Varennes*, the *Conseil intermunicipal de transport Roussillon*, the *Conseil régional de transport de Lanaudière*, the *Conseil intermunicipal de transport du Sud-Ouest* and the *Organisme municipal et intermunicipal de transport Sainte-Julie*. Other public transit operating authorities and public transit organizations may eventually join the Integrated System. If so, the identity of the new organizations will be made known to public transit commuters via official releases or postings on the websites of the STM, public transit operating authorities and public transit organizations participating in the Integrated System;

4. Personal information may be collected for the following purposes:

**a)** the issue, renewal, amendment, replacement, reactivation or cancellation of a registered OPUS CARD by public transit organizations participating in the Integrated System **b)** the sale of commuter passes and the collection of public transit revenues, as well as the distribution of some of these receipts, **c)** the refund or return of commuter passes, **d)** managing the Integrated System **e)** the prevention, detection or repression of fraud, **f)** public transit planning (from a depersonalized perspective);

5. The categories of personnel who, in the course of performing their duties, will have access to the personal information within public transit operating authorities and public transit organizations participating in the Integrated System are the following: customer service agents, inspectors and commuter pass sales agents, as well as any employees and consultants working for such transport organizations who need to know the information collected in order to fulfill their duties with respect to selling commuter passes, distributing public transit revenues or managing the Integrated System;

6. The personal information involved is collected on an optional basis. Public transit users are free to buy commuter passes on anonymous cards that do not require the disclosure of any personal information and do not confer any preferred rate privileges;

7. Users who refuse to provide the personal information required for the issuance of a registered OPUS CARD, or who refuse to validate their identity when having a registered OPUS CARD amended, replaced, reactivated or cancelled, or when obtaining a refund or return of a commuter pass, may be denied the service or privilege;

8. People having disclosed personal information in order to obtain a registered OPUS CARD or to have one renewed, amended, replaced, reactivated or cancelled are entitled to consult the personal information held concerning them, to obtain a copy thereof or to request amendment of any information that is inaccurate, incomplete, ambiguous or collected in breach of the access to information act. To do so, they are to address a written request in that respect to the STM's access-to-information officer and authenticate their identity. The contact information for the STM's access-to-information officer is as follows: Société de transport de Montréal, Responsable de l'accès à l'information et de la protection des renseignements personnels, 800, rue de la Gauchetière Ouest, Montréal (Québec) H5A 1J6.



**A GUARANTEE**  
in the event of loss,  
theft or breakage

**Register your**  
**OPUS CARD!**

**It's FREE so there's**  
**no reason not to do it!**



Partners:



amt.qc.ca



# What exactly is the OPUS replacement guarantee?

The replacement guarantee is a service made available to holders of registered OPUS cards. It means they can have unexpired public transit passes replaced in the event of loss, theft or breakage.

## Who is entitled to this guarantee?

Minors, students and seniors can already take advantage of this guarantee because they travel with a photo-validated registered OPUS card giving them access to reduced fares.

AMT, RTL and STL users paying full fare can now have their OPUS cards registered in any metropolitan ticket booth and effectively sign up for the replacement guarantee. Commuters making use of transit organizations in Montreal's northern and southern rings (CIT-OMIT-CRT) can sign up for the service at the customer service office of their respective transit organization or at any metropolitan ticket booth.

## How do I avail myself of the guarantee?

Have your OPUS card registered at your particular locality's customer service centre or at your sector's metropolitan ticket booth between the 5th and 25th of the month. Fill out the enclosed registration form and have it with you. This service is free. The information you provide in this form will corroborate your identity if you ever need to use the guarantee.

To find out the business hours for the metropolitan ticket booth or commuter service centre closest to you, consult your particular transit organization's website.

## What do I do if my OPUS card gets lost or stolen, or if it breaks?

If you had the foresight to register your OPUS card, just report to your sector's metropolitan ticket booth or to your locality's customer service centre with photo I.D. Your lost, stolen or broken card will be deactivated. In return, you will be given a new OPUS card reprogrammed to reflect your unexpired transit passes. You will only be charged for the current cost of the OPUS card.

**Metropolitan ticket booths provide this sort of customer service for all AMT, RTL, STL and CIT-OMIT-CRT commuter passes.**

# Registration form Registered OPUS card

Replacement guarantee in the event of loss, theft or breakage of the OPUS card for AMT, RTL, STL or CIT-OMIT-CRT commuters

*Please write legibly in block letters*

Family name

First name

Initials *(as applicable)*

Postal Code

Year of birth

Number of OPUS card

E-mail address (optional)

I would like to receive e-mail information and promotional offers regarding transit organization services.

**When you submit your form to the ticket booth, you will be asked one of the following authentication questions to validate your identity:**

- Mother's maiden name
- City of birth
- Name of the street your first home was on
- Name of your first grade school

*I certify by my signature hereunder that I have read the provisions overleaf concerning personal information.*

Signature

Date

