

Information pertaining to the application of the Act respecting Access to documents held by public bodies and the Protection of personal information.

1. The personal information collected for the purpose of issuing a personalized joint transit smart card (CPCT) is the information required to verify, grant or renew the status of persons entitled to obtaining and using a personalized CPCT providing a transit fare privilege, for either the renewal, modification, replacement, reactivation or cancellation of a personalized CPCT, where applicable;
2. The personal information is collected by (name of public transit authority) for their own use, for the use of the Société de transport de Montréal (STM) who is responsible for operating the computer system for the integrated fare sales and collection system («Integrated system»), as well as for the benefit of other public transit authorities adhering to the Integrated system;
3. The public transit authorities adhering to the Integrated system include 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 Haut Saint-Laurent, the Conseil intermunicipal de transport Vallée du Richelieu, the Conseil intermunicipal de transport La Presqu'île, the Conseil intermunicipal de transport Sorel-Varennes, the Conseil intermunicipal de transport Roussillon, the Conseil régional de transport de Lanaudière, the Organisme municipal et intermunicipal de transport Sainte-Julie. Other public transit authorities may eventually adhere to the Integrated system and, where applicable, the identity of these new transit authorities will be brought to the attention of transit users by means of press releases or notices on the internet portal of the STM and of the public transit authorities adhering to the Integrated system;
4. The personal information is collected for the following purposes: the issuance, renewal, modification, replacement, reactivation or cancellation of personalized joint transit smart cards by public transit authorities adhering to the Integrated system;
 - a) the sale and collection of public transit fares, as well as the redistribution of some of the collected fares;
 - b) the refund or restitution of transit fares;
 - c) the administration of the Integrated system;
 - d) the prevention, detection or suppression of fraud;
 - e) the planning of public transportation services (in severed form).
5. The categories of persons who will have access to this personal information, in the performance of their duties for the public transit authorities adhering to the Integrated system, are the following: customer service agents, inspectors, transit fare sales agents, as well as employees and consultants working for these public transit authorities who must look into this information in order to carry out their duties related to the sale of transit fares, to the collection or redistribution of transit fares, and to the administration of the Integrated system;
6. The personal information at issue is collected on an optional basis. Public transit users may choose to purchase public transit fares on a generic smart card that collects no personal information and confers no fare privileges;
7. Any user who refuses to provide the personal information required to issue a personalized joint transit smart card (CPCT) or refuses to establish their identity for the purpose of modifying, replacing, reactivating or cancelling a personalized joint transit smart card or for obtaining a refund or the restitution of a fare card may see the requested service or privilege being refused;
8. Any person having provided personal information to obtain a personalized joint transit smart card (CPCT) or to have it renewed, modified, replaced, reactivated or cancelled, has the right to consult their personal information, to obtain a copy of it or to request that inaccurate, incomplete, ambiguous or illegally collected information be amended by submitting a request in writing to the person in charge of access to information at the STM and providing proof of identity. Such requests must be sent to the following address:

Société de transport de Montréal
a/s Responsable de l'accès à l'information
et de la protection des renseignements personnels
800, rue de la Gauchetière Ouest
Montréal (Québec) H5A 1J6