

Issues in Road User Charging and Enforcement

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ACS & Road User Charging

**Data Privacy
Complexity**



Saudi ATVAM



NJ E-ZPass



SFpark

- Data collected
- Account management
- Violations processing

Best Practices for Safeguarding Privacy

- Effective and aggressive archiving business rules
- System should provide 1) authentication and 2) authorization gates
- System logs all access and data modification – audit trail
- Zero tolerance policy for account team
- Encryption of all customer personal data
- Sophisticated password construction and regular modification
- Strict guidelines on physical security and asset accountability
- Only System Administrators given database access
- Documented process on how data will be released to police, DHS, investigative agencies, and courts
- Annual SAS 70 and PCI Level 1 re-certification
- Privacy protection statements on news releases and other literature
- Establish and publicize a privacy policy
- Consider a privacy oversight Board