



NEWS

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ILLINOIS TOLLWAY IMPLEMENTS NEW POLICY TO SAFEGUARD CUSTOMER PRIVACY

DOWNERS GROVE, IL – The Illinois Tollway has established a formal privacy policy to protect the collection and use of personal information obtained from I-PASS customer records. The policy was implemented to comply with House Bill 3342, which was sponsored by State Representative Kelly Burke (D-Oak Lawn) and State Senator Toi Hutchinson (D-Chicago Heights) and signed into law by Governor Pat Quinn in August 2011.

"The new law is a great protection for I-PASS customers," said Representative Burke. "Drivers can be assured that their personal information, such as the dates, times and places where they travel on the Tollway system, will be kept private."

"This legislation will guarantee the personal information of those utilizing Illinois' tollways is not shared with outside parties, protecting sensitive information from potential misuse," said Senator Hutchinson. "As the use of electronic means of payment becomes increasingly common in our society, we must ensure our laws and policies are kept up to date to keep vital information safe and private."

The Illinois Tollway operates the largest open road tolling system in the nation with more than 2.2 million daily toll transactions. Approximately 84 percent of all transactions are I-PASS transactions from more than 4.3 million active transponders and more than 3.2 million active I-PASS accounts.

The new policy protects "locational privacy," a person's right not to be tracked while driving. It ensures that the Tollway will not be forced, under Illinois' Freedom of Information law or by other means, to disclose any personal data, including the date, time, location or direction of travel of I-PASS customers, with anyone other than the customer. The only exceptions to the policy will be in response to a subpoena or to assist law enforcement when there is a public safety emergency or for other lawful purposes.

"The sole purpose of I-PASS is convenience for our customers," said Illinois Tollway Executive Director Kristi Lafleur. "We respect our customers' privacy and are committed to protecting their personal information by restricting how I-PASS data is used, stored and shared."

Other personal data protected under this policy includes address, telephone number, driver's license number, email address, license plate number, toll transaction photographs and bank and credit card information.

The policy took effect on January 1, 2012, and was developed to enhance previous safeguards and alleviate any concerns customers may have had regarding the Tollway's use of personal information obtained from I-PASS records. Customers' personal information is recorded in I-PASS accounts to serve customer needs and for legitimate business purposes, such as billing, account settlement, toll violation enforcement and for researching account issues. Tollway vendors with access to this information for Tollway operations are also prohibited from using the data for any other purposes. These include the Tollway's Customer Service Centers, retail outlets distributing transponders and other toll agencies that collaborate with the Tollway in providing interoperability among tolling systems.

The Illinois Tollway takes every possible precaution to ensure customers' personal information is stored securely, including appropriate encryption and equipment monitoring.

Customers can review and update any of their data by accessing their account profile by phone, online or in person at one of the Tollway's Customer Service Centers. Customers should regularly review their personal data and update account information, as necessary.

The new policy is posted on the Tollway's website www.illinoistollway.com and will be provided to all customers obtaining I-PASS transponders.

About the Illinois Tollway

The Illinois Tollway is a user-fee system that receives no state or federal funds for maintenance and operations. The agency maintains and operates 286 miles of interstate tollways in 12 counties in Northern Illinois, including the Reagan Memorial Tollway (I-88), the Veterans Memorial Tollway (I-355), the Jane Addams Memorial Tollway (I-90) and the Tri-State Tollway (I-94/I-294/I-80).

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