



WoAG Travel Advice 2016/25: Benefits of Mobile Phone Numbers in Traveller and Travel Card Profiles

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Dear Entity Travel Manager and Card Manager,

This advice provides guidance on the inclusion of mobile telephone numbers in QBT traveller profiles and Diners Club travel card profiles.

The inclusion of a mobile phone number in QBT traveller profiles simplifies and expedites the communication of information by WoAG travel suppliers to travellers in the event of changes, cancellations, flight disruptions or other unforeseen circumstances. Information can be provided to travellers via voice call or text message.

Diners Club monitor transactions for fraudulent activity and will contact the cardholder on the number in the Diners Club card user profile to authenticate the suspect transaction. For travellers or procurement officers who have a card in hand (either a Diners Club Card or a companion MasterCard), the inclusion of a mobile phone number in the profile enables immediate contact by Diners Club when a transaction is identified as potentially fraudulent. If Diners Club is unable to promptly verify the validity of the suspect transaction, a block may be placed on the card. The block will remain in place until the attempted transaction can be confirmed as legitimate.

WoAG Travel acknowledges that many Australian Government officials are not provided with an official mobile phone in the course of their employment. Nevertheless, we recommend the inclusion of a mobile number, whether official or private, in profiles to allow contact with travellers, particularly in an emergency.

QBT, contracted airlines and Diners Club have obligations under the WoAG Deeds of Standing Offer to comply with the Privacy Act 1988 in respect of traveller's personal information, including mobile phone numbers, and only using this information for the primary purpose of its collection.

Please contact the WoAG Travel team if you have any questions or require further information.