



WoAG Travel Advice 2018/08

Subject: Reminder to maintain travel profiles

Issue date: 12 April 2018

Dear Entity Travel Managers

This advice is a reminder to ensure QBT travel profiles for officials within your entity are current.

Travel profiles contain important information for QBT and airlines on traveller contact details, requirements, and preferences. Each traveller has a unique travel profile, which at a minimum should contain:

- Traveller's full name (as per passport or photographic identification);
- Traveller's date of birth;
- Contact details including mobile phone number (if an official mobile phone is not used, please include a personal mobile number as this is used to provide information on travel changes, disruptions or cancellations);
- Travel preferences and/or special needs (e.g. aisle or window seat, and dietary requirements);
- Loyalty program membership number/s (for the purposes of notifying seating and/or meal preferences and requirements, not the accumulation of frequent flyer points);
- Passport number/s (if there is regular travel overseas); and
- Emergency contact details.

We recommend that travellers be asked to periodically review their travel profiles to check that the information is current.

QBT and airlines have obligations to comply with the Privacy Act 1988 in respect of a traveller's personal information, including mobile phone numbers, and to only use this information for the primary purpose of its collection.

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