

MINISTER FOR TOURISM — PORTFOLIOS — ONLINE PAYMENT SYSTEMS

1212. Mr Z.R.F. Kirkup to the Minister for Tourism; Racing and Gaming; Small Business; Defence Issues; Citizenship and Multicultural Interests:

Do any of the Minister's portfolio responsibility Departments, Boards, Agencies or corporations operate an online payment system, and if so:

- (a) What is the URL used to access this payment system;
- (b) What is the system used for;
- (c) Since 1 January 2017 have there been any reported online attacks or breaches of these systems;
- (d) Does the online payment system store any personal data of those who use it:
  - (i) If so, what data is stored and for how long; and
  - (ii) If so, is that data encrypted;
- (e) Are there any maintenance costs associated with the online payment system:
  - (i) if so, what is the annual maintenance cost;
- (f) Are there any people dedicated to the administration of the online payment system:
  - (i) If so, what is the job title of those people and their associated salary and entitlements; and
- (g) How many people have used the system since 1 January 2017?

**Mr P. Papalia replied:**

**Tourism Portfolio**

Tourism WA

No.

(a)–(g) Not applicable.

Rottnest Island Authority

Yes.

- (a) The RIA uses payment gateways for all systems which are used to take card payments. These URLs are not published to the web, but are accessed internally by applications and triggered by the payment mechanism.
- (b) OPERA – accommodation bookings;  
OPERA for Moorings – used for all vessel rental moorings;  
Galaxy – used for tourism rentals and some accommodation bookings; and  
Bike Rental Manager – for all bike and leisure equipment bookings.
- (c) No.
- (d) Yes, OPERA and Bike Rental Manager.
  - (i) OPERA retains the data for lengthy periods for Customer Relationship Management: Bike Rental Manager retains the information for an indefinite period, but secured.
  - (ii) Yes, all credit card information is stored in encrypted format. Personal information is only stored in OPERA, but is secured by two layers of authentication, one for network access and the second with internal access within the application.
- (e) Yes.
  - (i) OPERA \$53,000 (for the two systems), Galaxy \$25,000, Bike Rental Manager \$17,000.
- (f) Yes.  
OPERA (both systems)  
Sales Manager -Reservations & Marine Administration, \$98,966  
Customer Service Supervisor, \$76,452  
Visitor Centre Manager, \$85,047

Senior Systems Administrator (Security), \$76,452

ServiceDesk Officer (Support, \$67,896

Galaxy

Visitor Centre Manager, \$85,047

Senior Systems Administrator (Security), \$76,452

ServiceDesk Officer (Support), \$67,896

Bike Rental Manager –

Sales Manager – Pedal and Flipper, \$98,966

Customer Service Manager Pedal and Flipper, \$67,896

Senior Systems Administrator (Security), \$76,452

ServiceDesk Officer (Support), \$67,896

(g) OPERA (accommodation) – 14,389 visitor bookings

OPERA (moorings) – 1904 rented moorings

Galaxy – 41,402 service payments

Bike Rental Manager – 20,438 rental customers

### **Racing and Gaming Portfolio**

#### Burswood Park Board

No.

(a)–(g) Not applicable.

#### Department of Racing, Gaming and Liquor

Yes.

(a) <https://portal.rgl.wa.gov.au/> and <http://www.rgl.wa.gov.au/home/online-payments>

(b) Allows customers to make online payments for applications and financial returns.

(c) None.

(d) No personal data is stored.

(i)–(ii) Not applicable.

(e) No.

(i) Not applicable.

(f) 1 x Level 3 Finance Officer one hour per day.

\$73,717 per annum = \$37.68/hr

\$37.68 x 250 working days = \$9,420

(g) 5,213 (up to 27/6/17).

#### Racing and Wagering Western Australia

Yes.

(a) Wagering: [www.TABtouch.com.au](http://www.TABtouch.com.au)

Racing: <https://www.bpoint.com.au/payments/racingwageringwa>

(b) Wagering: Allows customers to deposit money into wagering accounts.

Racing: Allows industry participants to pay licensing, registration and breeding scheme fees.

(c) No.

(d) (i)–(ii) [www.TABtouch.com.au](http://www.TABtouch.com.au) – Bet account numbers and customer identification numbers are stored indefinitely.

Data is not encrypted due to highly secured system with restricted and audited access.

<https://www.bpoint.com.au/payments/racingwageringwa> - No personal data stored.

(e) \$56 for BPoint.

(i) Not applicable.

- (f) No.
- (g) Wagering: 44,269 (up to 27/6/17).  
Racing: 185 (up to 3/7/17).

Western Australian Greyhound Racing Association

No.

- (a)–(g) Not applicable.

**Small Business Portfolio**

Small Business Development Corporation

- (a) payments.smallbusiness.wa.gov.au
- (b) For clients to register (and pay if required) for workshops; and make application fee payments under the business migration programme, and for mediation services.
- (c) No.
- (d) Yes.
  - (i) First name, last name, date of birth, email address, phone number; eight years.
  - (ii) No.
- (e) Yes.
  - (i) \$3135 for security patching.
- (f) No.
  - (i) Not applicable.
- (g) 2112

**Defence Issues Portfolio**

Defence West (as part of the Department of Commerce)

In terms of the former Department of Commerce.

No.

- (a)–(g) Not applicable.

**Citizenship and Multicultural Interests Portfolio**

Office of Multicultural Interests (as part of the Department of Local Government and Communities)

In terms of the Office of Multicultural Interests only.

No.

- (a)–(g) Not applicable.