

RATES COLLECTION NOTICE

The Shire of Collie collects, uses, stores and discloses personal information to provide rates and revenue services. This includes maintaining property and ratepayer records, issuing rates notices, processing payments, administering concessions and payment plans, responding to enquiries, and recovering unpaid rates where necessary.

Who is collecting your information?

Shire of Collie
87 Throssell Street, Collie WA 6225
Phone: (08) 9734 9000
Email: colshire@collie.wa.gov.au

You can contact the Shire using the details above if you would like to access or correct your personal information. You may also have rights under the Privacy and Responsible Information Sharing Act 2024 (WA) and other applicable laws.

How are we authorised to collect your information?

The Shire collects, uses and discloses personal information in accordance with applicable legislation, including:

- Privacy and Responsible Information Sharing Act 2024 (WA)
- Local Government Act 1995 (WA)
- Local Government (Financial Management) Regulations 1996 (WA)
- Rates and Charges (Rebates and Deferrals) Act 1992 (WA)
- Valuation of Land Act 1978 (WA)
- State Records Act 2000 (WA)

What information do we collect?

Depending on the service you require, we may collect:

- your name and contact details, residential, postal and property addresses
- property ownership and occupier details
- rates assessment information
- payment and billing details
- concession or rebate information
- bank account details for direct debit arrangements
- correspondence relating to rates enquiries, objections or appeals
- information relating to payment plans or debt recovery

Who do we collect information from?

We may collect personal information:

- directly from you
- from property ownership and transfer records
- from Landgate, the Valuer-General and other government agencies involved in land administration and valuation
- from financial institutions where necessary to establish or manage payment arrangements
- from authorised representatives acting on your behalf
- from other sources where authorised or required by law

Why do we collect your information?

We collect personal information to:

- calculate and collect rates and charges
- maintain accurate property and rates records
- issue rates notices and correspondence
- process payments and direct debits
- assess eligibility for concessions and rebates
- respond to enquiries, objections and appeals
- recover outstanding rates and charges
- meet legal, financial and recordkeeping obligations

How may your information be used or disclosed?

Your personal information may be used for the purposes listed above and may be shared with:

- Shire employees, contractors and service providers who help administer rates and revenue services
- financial institutions and payment providers to establish and process payments and direct debit arrangements
- Landgate, the Valuer-General and other government agencies involved in land and property administration
- debt collection agencies and legal representatives engaged to recover outstanding rates
- government agencies, regulators, auditors and law enforcement bodies where authorised or required by law

Direct Debit Information

Where you choose to pay rates by direct debit, the Shire will collect and use your bank account details solely for establishing, processing and managing direct debit payment arrangements. Bank account information will only be disclosed to authorised payment processing providers and financial institutions as necessary to facilitate those payments, or where required by law.

Storage and Retention of Information

The Shire takes reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure.

Your personal information is stored in the Shire's records management systems and other authorised business systems used to administer rates and revenue services.

The Shire retains personal information in accordance with the **State Records Act 2000 (WA)**, relevant retention and disposal authorities, and other applicable legal and operational requirements. Personal information will be retained only for as long as required to fulfil the purposes for which it was collected, meet statutory obligations, resolve disputes, undertake audits, and comply with recordkeeping requirements.

When personal information is no longer required and is eligible for disposal, it will be securely destroyed or de-identified in accordance with applicable recordkeeping and information management requirements.

Where the Shire uses secure cloud-based systems or service providers to administer rates and revenue services, the Shire takes reasonable steps to ensure those providers manage personal information in accordance with applicable privacy, security and contractual requirements.

What happens if you do not provide the information?

If you do not provide the requested information, the Shire may be unable to:

- correctly identify your property or rates account
- process your request or enquiry
- set up payment arrangements or direct debits
- assess your eligibility for concessions or rebates
- respond to objections or appeals
- provide rating and revenue services effectively

Your Personal Information

If you believe the Shire has mishandled your personal information, you can lodge a privacy complaint using the contact details above or contact the Shire's Privacy Officer at privacy@collie.wa.gov.au

Please note that some information relating to property ownership, land valuation and rates assessments may be obtained from or shared with government agencies where authorised or required by law for the administration of local government rating functions.