



Privacy Statement

Narrabri Shire Council is committed to ensuring your personal information is protected. Narrabri Shire Council (NSC) understands and appreciates you are concerned about your privacy and about the confidentiality and security of information we may collect about you. This Privacy Policy Statement will explain how we go about treating your personal information.

In addition to this Privacy Policy Statement, there may also be specific and additional privacy provisions, which apply to our collection and use of your personal information e.g. information provided when entering a competition, subscribing to a newsletter, or participating in a survey. If there is any inconsistency between this Privacy Policy Statement and those specific and additional provisions, the specific and additional provisions will prevail.

The information we collect about you

The types of personal information we collect about you will depend on what services you use or products you acquire. This may include collecting your name and address, your email address, your contact address, credit card details and, where you have the option to comment on our services or products, whatever other information you choose to supply to allow us to provide products and services to you.

How we use your information and whom we may disclose it to

The information that we collect about you is used to help you access the services or acquire the goods that Narrabri Shire Council provides more easily. The information we collect from you is strictly confidential. We do not sell, rent, loan, trade or lease the addresses stored in our databases to any third parties.

We may disclose the personal information, other information or data we collect from you if:

- You give us your consent.
- You would reasonably expect us to disclose it for another purpose, and that other purpose is related to the purpose specified to you at the time of collection.
- In this way we may use your information to send you out promotional material, which you may find of interest. If you do not wish to receive any of this material you may simply choose to "unsubscribe" from our mailing lists and no further material will be sent to you.
- If you post reviews or comments on the site, you grant NSC and its affiliates a non-exclusive, royalty free, perpetual, irrevocable, and fully sub licensable right to use, reproduce, modify, adapt, publish, translate, create derivative works from, distribute, and display such reviews and comments throughout the world in any media. You also grant NSC and its affiliates and sub licensees the right to use the name that you submit with any review or comment, if any, in connection with such review or comment.

Access and Content

Any personal information that we collect about customers including email addresses will be kept in a database which is accessible only by those authorised to perform normal daily tasks such as updating addresses and renewing membership.

Our Security Procedures

Once we receive personal information from you, we take all reasonable steps to ensure that all information we collect, use or disclose is accurate, up to date and stored in a secure environment and accessed only by authorised persons.

Where cookies fit in

Cookies are pieces of information that a website can transfer to an individual's computer hard drive for record keeping. The use of cookies is an industry standard and many websites use them. Cookies are useful for facilitating a user's access to and use of a site. They allow us to track usage patterns and compile data that can help us improve our services to you. Cookie information is used in aggregated form - we do not use it to identify you as an individual. However, if you do not wish any information to be collected through the use of cookies you can change the functions in most web browsers to deny the cookie feature. You can also delete cookies from your hard drive at any time.

Contact Information

We take the privacy of your information seriously and it is important that you understand how we manage your personal information. If you have any questions or comments in relation to this Privacy Policy Statement or if you wish to access your personal information or update it please contact us at council@narrabri.nsw.gov.au or by mail addressed to:

Privacy Contact Officer
Narrabri Shire Council
PO Box 261
NARRABRI NSW 2390

You should provide us with as much detail as possible about the particular information sought, in order to help us retrieve it. An access fee may be charged. If NSC does not allow you to access your personal information we will provide you with the reasons for our decision.

Narrabri Shire Council adhere to the following privacy principles

- Narrabri Shire Council only collects personal information by fair, lawful and non-intrusive means.
- Narrabri Shire Council only uses or discloses information for the purpose for which it was collected unless the person has provided permission to send direct marketing material.
- Narrabri Shire Council takes all reasonable steps within the boundaries of accepted everyday work practises to ensure that the personal information it collects, uses or discloses is accurate, complete and up-to date.
- Narrabri Shire Council implements systems that protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.

- Narrabri Shire Council has a policy document outlining its information handling practices and this is publically available upon request.
- Narrabri Shire Council provides printed and digital means for individual access to personal information it holds about that individual on request.
- Narrabri Shire Council do not adopt, use or disclose, an identifier that has been assigned by a Commonwealth government 'agency'.
- Narrabri Shire Council do provide methods for customers to interact anonymously whenever it is lawful and practicable to do so.
- Narrabri Shire Council does not transfer personal information to a recipient in a foreign country in circumstances where the information will not have an appropriate level of protection.
- Narrabri Shire Council does not collect sensitive information unless the individual has consented; it is required by law - or in other special specified circumstances, for example relating to health services provision and individual or public health or safety.