



Rates Payment and Administration Collection Notice

Notice

CN-10 | Rates Payment and Administration

Who we are and how to contact us

The Shire of Augusta Margaret River collects, holds and manages personal information to administer rates, payments and related services.

If you have questions about how your personal information is handled, or wish to request access to or correction of your personal information, please contact:

Privacy Officer

Shire of Augusta Margaret River

41 Wallcliffe Road, Margaret River WA 6285

Phone: (08) 9780 5255

Email: privacy@amrshire.wa.gov.au

Why we are collecting your information

We collect this information for the following purposes:

- processing rates payments and payment arrangements (e.g. direct debit, BPAY, credit card)
- administering concessions (e.g. pensioner and senior rebates)
- maintaining accurate ratepayer records, including contact and property details
- processing applications such as change of address/name, authority access, and e-rates registration
- managing requests for refunds of overpaid rates

Where your information will be stored

Your information is held in the Shire's enterprise resource planning and records management systems.

How your information may be disclosed

Your personal information may be used and disclosed for the purposes outlined above.

The Shire may disclose personal information to:

- authorised Shire officers in relevant service areas
- financial institutions to process payments
- government agencies (e.g. Water Corporation, Department of Fire and Emergency Services, State Revenue, and other local governments)

- debt collection agencies

Information may also be disclosed where authorised or required by law.

How we're authorised to collect your information

We collect, use and disclose your personal information in accordance with applicable laws, including:

- Local Government Act 1995 (WA)
- Valuation of Land Act 1978 (WA)

Consequences of not providing information

If you choose not to provide the required information, the Shire may be unable to:

- process payment arrangements or applications
- apply concessions or manage your rates account
- update or maintain accurate records
- respond to enquiries or provide requested services