

Secure Online Payments

When you choose to make an online payment here at Coffs Harbour City Council's website, you will be redirected to our payments provider, the National Australia Bank (NAB), for the completion of your transaction.

The security of your personal information and credit card details is a high priority. Coffs Harbour City Council uses National Australia Bank's NAB Transact Pay by Web service to ensure your credit card details are secure. The SSL (Secure Sockets Layer) protocol on this service encrypts data so that the information is protected during transmission to NAB.

Please Note: Coffs Harbour City Council does not view, store or retain any of your credit card details.

Coffs Harbour City Council provides alternative methods of payment if you are uncomfortable with transmitting your payment online (please refer to your account for other payment methods).

Privacy

Coffs Harbour City Council respects the privacy of our website users.

We will only collect personal information from you with your prior knowledge and consent. You can access our website home page and browse our site without disclosing personal information.

When you visit our website, our Internet Service Provider makes a record of your visit and logs the following information for statistical purposes:

- Your server address
- Your top level domain name (for example .com, .gov, .au, .uk)
- The date and time of your visit to the site
- The pages you accessed and documents downloaded
- The previous site you have visited
- The type of browser you are using

If you visit our site to browse, read or download information, our system will log these movements.

These website logs are not personally identifiable, and we make no attempt to link them with the individuals who browse the site.

No attempt will be made to identify users or their browsing activities except, in the unlikely event of an investigation, where a law enforcement agency may exercise a warrant to inspect our logs.

External Websites

Our website provides links to other websites. We are not responsible for the content and the privacy practices of other websites and encourage you to examine each site's privacy policy and make your own decisions about the currency, accuracy or completeness of any information found.

Personal Data and Email

Personal information that Council collects from you is personal information for the purposes of issuing Rates and Charges pursuant to the Local Government Act, 1993. Your information may also be used by officers and agents of Council and other Government Agencies as required by law, and to fulfil the functions of Council.

We will record your email address only if you send us a message or request a publication. Your email address will be used for replying to you directly only if you wish to have us reply to your message or we need to communicate with you about information you have requested.

We do not use any external identifiers to uniquely identify our contacts. We allow anonymous interaction wherever it is practical and do not transfer personal information internationally.