

## **PRIVACY STATEMENT AND TERMS AND CONDITIONS**

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The following information forms part of the Terms and Conditions of using Cook Shire Council's website. By accessing Council's website you are agreeing to these Terms and Conditions.

### **Legislation**

Queensland has privacy legislation which applies to the Queensland public sector—the [Information Privacy Act 2009](#) (IP Act). The IP Act contains privacy principles which set out how agencies may and must handle personal information. Personal information means any information about an identifiable person.

The Office of the Information Commissioner's (OIC) [Privacy Plan](#) sets out details of the types of personal information we hold and how we handle this information.

### **Privacy Statement**

Cook Shire Council is committed to helping you protect your privacy. The information provided by you and information retrieved from databases held by Cook Shire and displayed to you online is intended for the sole use of the authenticated user for the purpose of enhancing customer interactions with Cook Shire Council.

### **Security of your Personal Information**

CSC is committed to protecting the security of the personal information you provide. Information is stored in password-controlled servers with limited access. We use various technologies to protect this information from loss or misuse, and from unauthorised access, disclosure, alteration, or destruction, including Secure Socket Layer (SSL) 128bit encrypted connection methods. It is the responsibility of users to keep passwords secure from use by others

### **Email and other electronic notices**

In making submissions online you consent to Cook Shire Council providing any information to you regarding the services in electronic form. Cook Shire Council may provide such information to you via email at the email address you specified. We will not disclose your email address details to third parties without your consent, unless required by law. Email messages may be monitored by our information technology staff for system troubleshooting and maintenance purposes.

### **Public records**

Email correspondence, blog comments and information provided via webforms can constitute public records and can be retained as required by the Public Records Act 2002 and other relevant legislation.

### **Use and disclosure**

We will only use personal information collected via our website for the purposes for which it was given to us and for related, internal management purposes.

We do not share personal information about you with other government agencies, organisations or anyone else unless one of the following applies:

- you have consented
- you'd expect us to, or we have told you we will
- it is required or authorised by law
- it will prevent or lessen a serious and imminent threat to somebody's life or health
- the disclosure is reasonably necessary for law enforcement, or for the protection of public revenue.

### **Security**

We take strong precautions to protect your data from loss, unauthorised access, use, modification or disclosure, and against other misuse. However, this site does not provide facilities for securely transmitting information across the Internet.

### **Cookies**

Cookies are text files that a website can transfer to your computer when you access information on that site. Cookies allow websites to recognise you as you browse their website.

Cook Shire Council uses Google Analytics to gather statistics about how the website is accessed. Google Analytics uses cookies to gather information for the purpose of providing statistical reporting.

The information generated by the cookie about your use of the website will be transmitted to and stored by Google on servers located outside of Australia. No personally identifying information is recorded or provided to Google. If you are logged in to Council's website, information about your user account is not linked to data recorded by Google Analytics and is not provided to Google.

### **Disclaimer**

The materials presented on Cook Shire Council website are distributed as an information source only, provided solely on the basis that readers will be responsible for making their own assessment of the content provided and are advised to verify all relevant representation, statements and information. The Cook Shire Council does not accept liability to any person for the information or advice provided in this website or incorporated into it by reference or for loss or damages incurred as a result of reliance upon the material in this website.

### **Copyright**

All information, files (whether text, code, image (include moving images) graphic or sound in any machine or human readable format) and other material obtained or able to be viewed by accessing this, or any part of this website (website "material") is subject to copyright. Unless expressly provided otherwise, all website material is the property of Cook Shire Council.

Cook Shire Council grants to you the right to reproduce website materials for non-commercial purposes provided the ownership of the material by Cook Shire Council is acknowledged and the material is not altered substantially. Where any material is

expressly stated as not being the property Cook Shire Council, Cook Shire Council does not, or does not purport to, allow, encourage or otherwise permit the copying or dissemination of the material (other than in the course of viewing this website) and permission must be obtained from the copyright owner.

### **Use of Cook Council's logo**

The use of Council's logo is strictly prohibited without prior written approval.

### **Links to other sites**

This website contains links to other websites. Cook Shire Council is not responsible for the content and privacy practices of other websites.

### **Cook Shire Council Facebook**

You can follow Cook Shire Council on Facebook at [www.facebook.com/CookShireConnect](http://www.facebook.com/CookShireConnect). Cook Shire Council Facebook account is managed by Council for information sharing. To connect with the community online, posts will include upcoming events and activities, important news updates, and links to interesting and useful information about the Cook region. We will reply to you as quickly as possible, however we are available during business hours only.

Please contact Council ***via email or in writing if you have a formal request or enquiry, a complaint, or a comment*** for a community consultation project. Please be respectful of others and their opinions. Do not reveal any personal or sensitive information about others on this page, including naming of Council officers. Any postings/comments deemed to do so will be deleted. Although Cook Shire Council takes care in producing the content for Facebook, it does not guarantee that the information is accurate, complete, or current, or that the data is free from defects or malicious code such as viruses. Cook Shire Council does not accept any responsibility to you if you incur any loss or damage (however it was caused) in connection with the use of Facebook or any website it links to. Because the Council links to another site does not mean Council endorses or approves of that site, its operators, or any particular content on that site. No personal information is collected by Council from Facebook. Your information will not be given to any other person or agency unless you have given us permission or we are required by law. Information you supply is recorded as per Council's Privacy Statement and Disclaimer notice.

Please also refer to Facebook's Privacy Policy. Restrictions about access to and content placed on Council's Facebook sites relating to local government elections may be put in place to ensure Council's compliance with the requirements of the Local Government Act 2009 and the Local Government Electoral Act 2011. Inappropriate content may be removed.

### **COOK SHIRE COUNCIL on Twitter**

You can follow Cook Council on Twitter [@Cook Shire](https://twitter.com/CookShire). Council's Twitter account is managed by Council to connect with the community online. Our tweets will include upcoming events and activities happening in the region, important news updates and links to interesting and useful information about the Tablelands region. Our following of other Twitter accounts does not imply any endorsement by Council.

We will reply to you as quickly as possible, however we are available during business hours only. Cook Shire Council also manages a tourism & events twitter account [@CooktownTNQ](#).

Please contact **Council via email, in writing or via our online feedback form if you have a formal request or enquiry, a complaint, or a comment** for a community engagement project.

If we are following you and you would rather we didn't, please feel free to block us. Refer to Twitter Support for more information on blocking. Although Cook Shire Council takes care in producing the content for Twitter, it does not guarantee that the information is accurate, complete, or current. Cook Shire Council does not accept any responsibility if you incur any loss or damage (however it was caused) in connection with the use of Twitter or any website it links to. Because the Council links to another site does not mean that Council endorses or approves of that site, its operators, or any particular content on that site. No personal information is collected by Cook Shire Council from Twitter. Your information will not be given to any other person or agency unless you have given us permission or we are required by law. Please also refer to Twitter's Privacy Policy.

THIS POLICY IS TO REMAIN IN FORCE UNLESS OTHERWISE DETERMINED BY COUNCIL.

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|---------------------------------|-----------------------------|
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