

Refund Requests

Privacy Collection Notice

Your personal information

The City of Swan (the City) collects personal information about individuals for a range of purposes to enable it to carry out its functions. The City's Privacy Policy is available on its website at www.swan.wa.gov.au/privacy.

Further details about the collection of your personal information are provided below.

Refund Requests – Privacy Collection Notice	
Who is collecting your personal information	Your personal information is being collected by the City of Swan. The City's Privacy Policy contains information about how you may contact the City.
Collection of your personal information	The City collects personal information including your name, contact details, address, postal address and supporting documentation, which may include transaction history and banking information.
Why your personal information is being collected	The City collects this information to assess and process refund requests. The information is required to verify your entitlement to a refund, process the payment and maintain accurate financial records. If this information is not provided, the City will be unable to process your refund request.
Who will your personal information be disclosed to?	The City may disclose your information where necessary to process your refund request or where required or authorised by law.
Access to and correction of your personal information	The City's Privacy Policy contains information about how you may access or seek correction of your personal information that is held by the City.
Privacy complaints	The City's Privacy Policy contains information about how you may complain about a breach of the Information Privacy Principles and how the City will deal with complaints.