

## **Taupō District Council terms and conditions for online transaction processing services**

Taupō District Council Online Transaction Processing Service offers certain transactions to be done through the Council's website. All such transactions are subject to these terms and conditions as well as Council's website Terms and Conditions which are incorporated herein by reference. The Council may vary these terms and conditions from time to time without notification and it is your responsibility to ensure that you are familiar with them. In these terms and conditions, the following words and phrases shall have the following meanings:

### **1. Use of Online Transactions**

Taupō District Council makes online transactions available for your personal and/or internal business purposes. You may use information provided to you through your online transactions solely for your personal and/or internal business purposes, provided that you do not remove any proprietary rights notices, do not modify the information or make it available to third parties through a networked computer environment and do not make any additional representations or warranties regarding the information.

### **2. Information and Privacy**

You hereby authorise Taupō District Council to receive and collect information about you (including information about your online transactions) from time to time through the Taupō District Council website. Any such information collected shall be treated in accordance with the Taupō District Council Privacy Policy. Taupō District Council may disclose information about you (including your identity) to a third party if Taupō District Council is requested to do so in the course of a criminal or other legal investigation, or if Taupō District Council determines that disclosure is necessary in connection with any complaint regarding your use of the site.

### **3. Confidentiality**

Certain documents can be made confidential and a request can be made for the same. The final discretion for making the document confidential lies with Taupō District Council. Further details can be obtained by contacting Taupō District Council.

### **4. Consent for us to receive and store information in electronic form**

Use of these services means that you agree to provide information through electronic means. This means you agree to provide any relevant information, documents and attachments in the format and to the standards described for each transaction. It also means you agree and understand that the information will be retained in electronic form.

### **5. Consent for us to provide you with information in electronic form**

Use of these services means that you agree to receive information through electronic means. Where information is requested by another person, the requesting party is deemed to be the recipient's agent and is presumed to have obtained the consent of the recipient to receive the information in electronic format.

### **6. Accounts**

Certain online transactions offered by Taupō District Council may require a login ID and password for verification of your identity to access the online transactions. You agree that all information provided to Taupō District Council by you in relation to your account shall be current, complete and accurate. Your use of a Taupō District Council account is subject to these terms and conditions as well as the Taupō District Council Website Terms and Conditions. You agree to comply with all such terms and conditions in respect of your use of online transactions.

### **7. Password Security**

If you are required to select a password, Taupō District Council recommends the password you select should not relate to any readily accessible data such as your name, birth date, address, telephone number, driver's licence, licence plate or passport.

Nor may it be an obvious combination of letters and numbers, including sequential or same numbers or letters. You are entirely responsible for maintaining the security of your login ID and password, and for all activity which occurs on or through your account, whether authorised or unauthorised, including use by current and former employees if you are a corporate entity. You should change your password immediately if you believe that your login ID and password have been used without authorisation and advise Taupō District Council of this. Taupō District Council shall not have any liability for your failure to comply with these obligations.

#### **8. Security**

Transaction Processing Services are provided through a secure website. However, you acknowledge and agree that Internet transmissions are never entirely secure or private, and that any message or information you send to or through the Council website while using online transactions (including credit card information) may be read or intercepted by others, even where a website is stated as being secure. Taupō District Council shall have no liability for the interception or 'hacking' of data through the website by unauthorised third parties.

#### **9. Your Warranties**

In using any Taupō District Council transactions you represent and warrant that you are over 18 and have legal capacity to contract in New Zealand. If you are using a credit card to process a transaction, you represent and warrant that the credit card is issued in your name and that you shall pay to the issuer all charges incurred while using online transactions. If you are using a Taupō District Council account, you represent and warrant that you are authorised to use the login ID and password allocated to such account.

#### **10. Accuracy of Transaction Information**

Before completing an online transaction with the Taupō District Council, you will be presented with a confirmation screen verifying the transaction details you wish to process. It is your responsibility to verify that all transaction, credit card/account information and other details are correct. You should print the transaction confirmation for future reference and your files. Taupō District Council shall have no liability for transactions which are incorrect as a result of inaccurate data entry in the course of any online transactions, or for loss of data or information caused by factors outside of Taupō District Council's control. This includes the information supplied as part of the application.

#### **11. Limitation of Liability**

Except as expressly prohibited by law, in no event will Taupō District Council be liable to you for any direct, indirect, consequential, exemplary, incidental or punitive damages, including lost profits, even where Taupō District Council has been advised of the possibility of such damages occurring. If, notwithstanding the foregoing, Taupō District Council is found to be liable to you for any damage or loss which arises as a result of your use of the website, Taupō District Council's liability shall not exceed the dollar amount of the transaction which formed the basis of the damage or \$100.00, whichever is the lesser. Some jurisdictions do not permit the exclusion of implied warranties, and if you are in one of those jurisdictions these exclusions may not apply to you.

#### **12. Right to Suspend, Alter or Cancel Service**

Taupō District Council shall be entitled at any time without prior notice or any liability to you, to cancel or suspend any or all online services and/or to substitute alternative services, which may or may not be interactive or transactional in nature.

#### **13. Specific Service Terms and Conditions**

You acknowledge that certain online transactions made available or offered by Taupō District Council from time to time may be subject to specific additional terms and conditions, and you agree to review and comply with any such additional terms and conditions. Access and use of any online services shall be deemed to constitute acceptance of any such additional terms and conditions applicable to such service.

#### 14. Jurisdiction

These terms and conditions and the online services they cover are governed by New Zealand law. The New Zealand Courts have exclusive jurisdiction over any matter in connection with the online services and these terms and conditions.

#### 15. Support Hours

Taupō District Council provides customer support for online services between the hours of 8.00am to 5.00pm (Monday to Friday). All queries outside these hours will be logged and attended to during office hours.

#### 16. Refunds Policy

A refund will only be provided when it has been proven that a payment has been made twice at the same time for one item, from the same method.

### FACTSHEET FOR WEBSITE

<b>How you can pay:</b>	By POLi which deducts the payment via you bank account with no fee's or charges
	Or
	By the following credit card types: <b>Visa or MasterCard only</b> are accepted
	<b>You will be charged a fee of 0.953 per cent plus 12 cents</b> for each online transaction
<b>You will need:</b>	<b>You do not have to be a Datacom customer to use this service. Visa or Mastercard are accepted</b>
<b>Instructions:</b>	You will find step by step instructions as you go through the payment process. <ul style="list-style-type: none"><li>• <b>At the end of the transaction</b> you will be emailed a receipt of your payment.</li><li>• <b>Close the browser window</b> when you are finished.</li><li>• When using the service we recommend that you <b>use the navigation buttons provided</b> within the screens. Use of the 'enter' key in some screens may have unexpected results.</li></ul>
<b>Hours:</b>	<b>Payments before 10pm</b> will appear in your rates account the following business day.
<b>Rates Rebate:</b>	You may qualify for a rates rebate. View the <a href="#">Rates Rebate Scheme</a> for further details
<b>Refund enquiries:</b>	<b>Refund enquiries</b> should be directed to Taupō District Council. Phone +64 7 376 0899 or 0800 ASK TDC, or Email: <a href="mailto:info@taupo.govt.nz">info@taupo.govt.nz</a>
<b>Problems using this service:</b>	While using the online payment service, you may experience errors. If you experience any other problem, contact us for assistance.  Please let us know the following details: Name, address and customer number  Phone +64 7 376 0899 or 0800 ASK TDC, or Email: <a href="mailto:info@taupo.govt.nz">info@taupo.govt.nz</a>