

Privacy Policy

JLP Solutions is committed to protecting the privacy and confidentiality of personal information collected and handled in the course of providing investigation and compliance services.

1. Scope

This Privacy Policy applies to all personal information collected, used, stored and disclosed by JLP Solutions in the course of conducting workplace, WorkCover, insurance and related investigations.

2. Legislative Framework

JLP Solutions manages personal information in accordance with applicable privacy legislation, including the Privacy and Data Protection Act 2014 (Vic) and, where relevant, the Privacy Act 1988 (Cth) and Australian Privacy Principles (APPs).

JLP Solutions may also collect information for the purpose of supporting compliance with obligations under relevant workplace legislation, including the Workplace Injury Rehabilitation and Compensation Act 2013 (Vic) and the Occupational Health and Safety Act 2004 (Vic).

3. Collection of Personal Information

JLP Solutions may collect personal information that is reasonably necessary to provide investigation and advisory services. This may include information provided directly by clients, employees, witnesses, insurers, legal representatives, and third parties, or obtained through lawful investigative methods.

The types of personal information collected may include (but is not limited to):

- names, addresses and contact details
- employment information
- incident and injury information
- medical and health-related information
- witness accounts and statements
- photographs, video footage and surveillance material
- digital communications relevant to an investigation

4. Sensitive Information

In some investigations, JLP Solutions may collect sensitive information, including health information. Sensitive information is handled with strict confidentiality and is collected only where necessary for lawful investigative purposes.

5. Use of Personal Information

Personal information is collected and used solely for legitimate business purposes, including:

- conducting investigations and fact-finding activities
- preparing written investigation reports
- assisting clients, insurers or legal representatives to make informed decisions
- supporting claims management and risk mitigation
- complying with legal obligations
- maintaining internal business and record management requirements

6. Disclosure of Personal Information

JLP Solutions may disclose personal information where disclosure is reasonably necessary to provide services or where required by law. This may include disclosure to:

- clients and authorised representatives
- WorkCover agents and insurers
- legal representatives
- relevant regulatory authorities where required
- professional advisers or subcontractors engaged for specific investigative tasks

JLP Solutions will not sell personal information or disclose personal information for marketing purposes.

7. Storage and Security

JLP Solutions takes reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure. Records may be stored in electronic or hardcopy form and are maintained securely.

8. Retention of Records

Investigation records are retained for a period considered appropriate to the nature of the engagement, including any legal, insurance or regulatory requirements. Records are disposed of securely when no longer required.

9. Access and Correction

Individuals may request access to personal information held by JLP Solutions or request correction of inaccurate information, subject to legal and operational limitations.

Requests may be refused where permitted by law.

10. Website and Online Enquiries

If you contact JLP Solutions via the website or email, your information may be recorded for the purpose of responding to your enquiry. JLP Solutions does not guarantee the security of information transmitted online.

11. Complaints

If you believe your privacy has been breached or you wish to make a privacy complaint, you may contact JLP Solutions using the details below. Complaints will be handled confidentially and investigated promptly.

12. Contact

Email: admin@jlpis.com