

1. Introduction

This Privacy Policy outlines how iAx Australia (“we”, “us”, “our”) collects, uses, stores, and discloses personal information in the course of providing investigative services. We are committed to protecting the privacy, confidentiality, and security of all personal information entrusted to us.

We comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

2. Types of Personal Information We Collect

Due to the nature of investigative work, we may collect a broad range of personal information, including:

- Name, date of birth, address, and contact details
- Employment and workplace information
- Financial, insurance, or business records
- Photographs, video, and audio recordings
- Location data and surveillance observations
- Information obtained through interviews, statements, or background checks
- Sensitive information (e.g., criminal history, health information) where relevant and lawful
- Information used for skip tracing, such as historical addresses, associates, public records, and digital footprints

We only collect information necessary for the investigation and within legal boundaries.

We do not use cookies, analytics tools, or any other tracking technologies on our website or digital services. No personal information is transferred, processed, or stored outside Australia, and all handling of personal data is conducted in accordance with the Australian Privacy Principles (APPs). We maintain strict controls to ensure that your information remains confidential, secure, and exclusively managed within Australia.

3. How We Collect Information

We may collect personal information through:

- Direct communication with clients or individuals
- Lawful surveillance activities
- Workplace interviews, witness accounts, and internal documentation
- Publicly available sources
- Third-party databases and records
- Information provided by employers, insurers, legal representatives, or law enforcement
- Skip tracing tools, public records, and lawful investigative techniques

Where reasonable, we collect information directly from individuals. However, investigative work often requires indirect collection.

4. Purposes for Collecting Personal Information

We collect personal information for purposes including:

- Conducting workplace investigations, including misconduct, bullying, harassment, WHS incidents, and policy breaches
- Conducting insurance work and factual investigations
- Conducting skip tracing to locate individuals for lawful purposes
- Conducting surveillance and factual investigations
- Assessing claims, incidents, or allegations
- Preparing reports and evidence for clients
- Complying with legal and regulatory obligations
- Managing business operations, billing, and administration

We do not use personal information for unrelated purposes without consent unless permitted by law.

5. Use and Disclosure of Personal Information

We may disclose personal information to:

- Clients who have engaged us to conduct an investigation
- Employers, HR representatives, or workplace decision-makers (for workplace investigations)
- Legal representatives, insurers, or law enforcement agencies
- Courts or tribunals when required
- External service providers assisting with the investigation
- Any party authorised or required by law

We do not sell or trade personal information.

6. Workplace Investigations

For workplace investigations:

- Information may be collected from employees, contractors, witnesses, and management
- Interviews may be recorded or documented
- Findings may be provided to the employer or authorised representatives
- Confidentiality is maintained except where disclosure is required for procedural fairness or legal compliance

7. Skip Tracing

For skip tracing activities:

- Only lawful and ethical methods are used
- Information is sourced from public records, databases, and legitimate investigative tools
- Personal information is used solely for the purpose of locating individuals for authorised investigations
- We do not engage in harassment, intimidation, or unlawful contact

8. Surveillance and Covert Information

Where surveillance is part of an investigation:

- All surveillance activities comply with relevant laws
- Individuals may not be notified beforehand if covert surveillance is legally permitted
- Surveillance material (photos, video, audio) is securely stored and only disclosed for legitimate investigative or legal purposes

9. Data Security

We take reasonable steps to protect personal information from:

- Unauthorised access
- Misuse or interference
- Loss or theft
- Modification or disclosure

Security measures may include encrypted storage, secure servers, restricted access, and controlled retention periods.

10. Data Retention

Personal information is retained only as long as necessary to fulfil the purpose of the investigation or comply with legal obligations. After this period, information is securely destroyed or de-identified.

11. Access and Correction

Individuals may request access to personal information we hold about them or ask for corrections if the information is inaccurate. Requests can be made in writing to:

stacey@iaxaustralia.com

We may refuse access in circumstances permitted under the Privacy Act (e.g., where disclosure would prejudice an investigation).

12. Complaints

If you believe your privacy has been breached, you can contact us using the details above. We will investigate your complaint and respond promptly. If you are not satisfied, you may contact the **Office of the Australian Information Commissioner (OAIC)**.

13. Updates to This Policy

We may update this Privacy Policy from time to time. The latest version will be available on request or via our website.