**Andrew Pingree, Private Investigator**

* **Privacy Policy -**

# How we manage personal information

All personal information that is given voluntarily to Andrew Pingree in the course of investigations is received by email, in conversation during interviews or in informal conversations or verbally by telephone. Information is gathered also by covert means visually, verbally under pretext, or by means of surveillance devices. All that is relevant to our operations is transferred to databases and other files on our private computer system. The said system is used by administrative and management staff and is protected by digital security software. It remains in the said system and is not transferred except for purposes of reporting ion an investigation, system maintenance, backup and upgrade, until such time as it is deemed to be of no further use. Any changes to the recorded personal information are noted when new information is provided or obtained under client instructions.

# How we collect and hold information

Information is obtained about subjects as an essential function of the service offered, both overtly by direct request, and covertly using pretext, covert operations and by using surveillance devices. Information about clients is obtained through our web form, and if relevant, from clients’ telephone calls and emails. Information is not recorded unless relevant to our operations. Information of relevance is transferred into databases on our office computer system.

# The purposes for which information is collected, held, used and disclosed

Information is collected, held, and used for purposes of obtaining and reporting on evidence, as requested by the client. It is also obtained for registering clients, allocating time and resources to client service, billing and communicating with clients.

# How an individual may access personal information about themselves and seek correction of such

Any individual is free to enquire with us on 0352169014, 0405125379 or commintel@outlook.com.

# How an individual may complain about a breach of the Australian Privacy Principles, or a relevant code, and how such complaints will be dealt with.

Any individual is free to complain to us on 0352169014, 0405125379 or commintel@outlook.com. All complaints will be handled and acted upon with due seriousness as we aim to maintain a good reputation and to avoid conflict with the law.

# Whether you are likely to disclose personal information to overseas recipients

We do not disclose any personal information to any overseas parties.