



PRIVACY POLICY

Miss Confidential, Victoria, Australia

This Privacy Policy outlines how Miss Confidential (ABN: 27314185851, hereafter “Miss Confidential”, “we”, “us”, “our”) manages your personal information, in line with the Privacy Act 1988 (Cth), including the Australian Privacy Principles (‘APPs’), the Privacy and Data Protection Act 2014 (Vic), and all other applicable laws, codes, and industry standards relevant to private investigation services in Victoria, Australia.

Miss Confidential recognises the critical importance of safeguarding all personal and sensitive information entrusted to us in the context of private investigations. We are committed to ensuring the privacy, confidentiality, and security of your personal data throughout every stage of our engagement with you.

1. Scope

This Privacy Policy applies to all clients, prospective clients, individuals who are the subject of an investigation, witnesses, contractors, and other third parties whose information we may lawfully collect during the course of our investigative, administrative, or business activities—regardless of whether such collection is electronic, paper-based, verbal, or via surveillance.

2. Types of Personal Information Collected

Depending on the nature of the investigation or inquiry, we may collect and hold the following categories of personal or sensitive information:

- **Identity Details:** Name(s), date of birth, gender, aliases, photographs, and video images.
- **Contact Information:** Address (residential, business, postal), telephone numbers, email addresses, alternative contacts.
- **Financial Records:** Bank details, transaction histories, payment records, credit information.
- **Employment Details:** Current and previous employment information, occupation, place of work.
- **Health & Medical Information:** Only where relevant and lawful (e.g., workplace injury investigations).
- **Sensitive Information:** Ethnic background, political affiliations, religious beliefs, criminal history, union or professional association membership, or sexual orientation, when necessary and lawful.
- **Legal & Investigative Records:** Court documents, case notes, evidence, surveillance materials, third-party reports, statements, digital communications, and related data.
- **Other Information:** Any details reasonably required or incidentally obtained for the fulfilment of our services.

We will only collect personal or sensitive information when it is reasonably necessary for, or directly related to, the performance of our investigative services and legal obligations.

3. **Methods of Collection**

We gather personal information through various avenues, including but not limited to:

- Direct interactions: In-person meetings, telephone conversations, written correspondence (emails, letters).
- Third-party sources: Referrals from clients, law firms, insurance companies, government authorities, or relevant third parties, where such collection is lawful.
- Publicly available records: Court documents, public registers, social media, online databases.
- Surveillance: Physical or electronic monitoring, vehicle tracking, GPS data, photography, and video in compliance with legal requirements.
- Lawful interception: Where permitted by law and subject to warrant or consent.
- Confidential informants: In accordance with industry practice and legal obligations.

When it is not practicable or lawful to notify individuals about the collection of their personal information, we will act in compliance with applicable legislation and professional codes.

4. **Purpose and Use of Collected Information**

Your information is used exclusively for purposes directly relevant to providing private investigation services, managing our business operations, and ensuring compliance with contractual and legal requirements, such as:

- Initiating, conducting, and reporting on investigations at your (the client's) direction.
- Locating missing persons, conducting background or due diligence checks, workplace investigations, insurance investigations, family law inquiries, or surveillance services.
- Gathering facts, statements, reports, and evidence to support legal claims or defences.
- Liaising with clients, legal representatives, government authorities, or tribunals as necessary.
- Fulfilling our internal administrative functions, quality assurance, and investigator training.
- Ensuring compliance with all applicable professional, licensing, and regulatory obligations.

We do not use or disclose personal information for purposes unrelated to those for which it was collected, except with consent or where required/permitted by law.

5. **Legal Bases for Collection, Use, and Disclosure**

Miss Confidential processes personal information:

- With your (or your authorised representative's) consent;
- When collection or disclosure is required or authorised by law;
- When reasonably necessary to prevent or lessen a serious threat to life, health, or safety;

- For investigatory purposes, as permitted under the Surveillance Devices Act 1999 (Vic), Private Security Act 2004 (Vic), and similar legislation.

We adhere strictly to all applicable laws and professional standards, including those requiring lawful and reasonable conduct when undertaking surveillance or background inquiries.

6. **Consent and Notification**

Where reasonable and practicable, we inform individuals that their personal information is being collected, why it is collected, how it will be used or disclosed, and the consequences of not providing such information.

Due to the nature of investigative work, there may be circumstances where providing notice could compromise the investigation or is exempt under legislation. In such cases, we act according to the exemptions provided under applicable law.

7. **Access, Correction, and Quality of Personal Information**

- **Access:** You have the right to request access to any personal information we hold about you, except where exceptions apply (e.g., where disclosure could reasonably be expected to prejudice an investigation, legal proceedings, or the safety of any person).
- **Correction:** If you believe your information is inaccurate, outdated, incomplete, or misleading, you may request correction. We will promptly review and amend records where appropriate.
- **Quality:** We take reasonable steps to ensure all personal information in our possession is accurate, complete, and current. This includes reviewing and verifying information before relying on it in any investigation or report.

Requests for access or correction should be made in writing, and may require proof of identity to safeguard your privacy.

8. **Storage and Security**

We implement robust measures to protect the confidentiality and integrity of all personal and sensitive information in our care, including:

- **Physical security:** Secure premises, restricted file storage, and visitor controls.
- **Electronic security:** Password-protected computers, encrypted communications, firewalls, regular data backups.
- **Organisational measures:** Staff confidentiality agreements, privacy training, regular audits, and compliance reviews.

Data is retained a minimum of seven (7) years. This period is necessary to fulfil our obligations or as otherwise required by law, after which it is securely destroyed, erased, or de-identified in a lawful manner.

9. Disclosure to Third Parties

Miss Confidential will only disclose your personal information to third parties under the following circumstances:

- Where directly necessary to provide our investigation services (e.g., to legal representatives, courts, insurance companies, process servers);
- To law enforcement, government agencies, or regulatory authorities upon lawful request or court order;
- As otherwise authorised or required by law;
- With your explicit or implied consent.

Whenever personal information is disclosed to a third party, we will take all reasonable steps to ensure appropriate controls are in place to protect your privacy.

10. Overseas Disclosure

Personal information is not ordinarily transferred outside Australia. If overseas disclosure is required for a particular matter, we will take reasonable steps to ensure that the receiving entity is subject to privacy protections substantially similar to those under Australian law, and we will inform you where practicable.

11. Direct Marketing

We do not use your personal information to send direct marketing material unless you have consented or would reasonably expect us to do so. You may opt-out of receiving such communications at any time by notifying us in writing.

12. Anonymity and Pseudonymity

Where lawful and practicable, you may interact with Miss Confidential anonymously or using a pseudonym. However, for most investigation services, full identification is required to fulfil our obligations and legal responsibilities.

13. Handling Sensitive Information

Sensitive information is collected and managed with the highest level of care and only where directly related to our investigative services or as required by law. We will apply extra safeguards in the collection, storage, and disclosure of such information.

14. Use of Surveillance Devices and Investigative Tools

All use of surveillance equipment, listening devices, GPS trackers, and other technology is strictly in accordance with:

- The Surveillance Devices Act 1999 (Vic)
- The Private Security Act 2004 (Vic)
- Any permits, warrants, or written consents where required

Miss Confidential will not use any device, technology, or method that contravenes legal, ethical, or professional standards.

15. Data Breach Response

In the unlikely event of a data breach involving loss, unauthorised access, or disclosure of your personal information, we will:

- Assess the breach and act quickly to minimise risk;
- Notify you and, where required, the Office of the Australian Information Commissioner (OAIC) and the Office of the Victorian Information Commissioner (OVIC);
- Co-operate with authorities and affected parties to remedy and manage the consequences of the breach.

16. Employee, Contractor, and Investigator Obligations

All Miss Confidential personnel (including contractors) must undergo privacy and confidentiality training and are bound by strict internal policies regarding the handling of personal and sensitive information. Breaches by staff may result in disciplinary action, termination, or legal proceedings.

17. Complaints and Dispute Resolution

If you have concerns regarding your privacy or believe we have breached our privacy obligations, please contact us immediately in writing. We aim to:

- Acknowledge your complaint within five (5) business days;
- Investigate and assess your complaint in a fair and timely manner;
- Advise you in writing of the outcome and any remedial action as soon as practicable.

If you are dissatisfied with our response, you may escalate your complaint to:

- Office of the Australian Information Commissioner (OAIC)
- Office of the Victorian Information Commissioner (OVIC)

18. **Policy Review and Updates**

Miss Confidential reviews this Privacy Policy regularly to ensure ongoing compliance with changes to law, practice, or business operations. Any amendments will be posted on our website and available upon request. Clients and stakeholders are encouraged to review this policy periodically. Your continued use of the site and our services constitutes acceptance of these changes.

19. **Changes to Our Website**

- **Periodic Updates:** We may update our website content as our business practices or legal requirements change. Significant changes will be communicated visibly on our website and, where appropriate, via direct notification.

20. **Visiting our Website**

- **Information Collected:** We may collect information including your IP address, browser type, device details, access times, and pages viewed. This data is used for analytics, to improve website functionality, and for security purposes.
- **Third-Party Analytics Tools:** We use Google Analytics and similar services to understand how visitors use our site. These services may collect data as described in the “Cookies & Google Services” section below.

21. **Cookies Policy**

What are Cookies? Cookies are small text files placed on your device to collect information that helps enhance your browsing experience.

Types of Cookies:

- *First-party cookies:* Set by Miss Confidential’s website for functional features like remembering user settings.
- *Third-party cookies:* Placed by external services (e.g., Google Analytics, advertising networks). These may track your use across websites for advertising/analytics purposes.

Consent & Control: By visiting our site, you consent to our use of cookies. You may manage your cookie preferences through your browser or a consent banner where applicable. Blocking some cookies may affect website functionality.

Details: We notify users if we use cookies, particularly third-party cookies, and give you choices to opt out where possible.

22. **Third-Party Websites**

External Links: Our website may link to sites operated by third parties. We have no control over, and are not responsible for, their content or their privacy practices.

No Endorsement or Control: Following a link to a third-party website means their policies apply. We recommend reviewing the privacy and cookie policies of each site you visit.

Third-Party Cookie Use: Embedded content or tools (e.g., YouTube, social sharing widgets) may use cookies or tracking technologies governed by those providers' policies.

23. **Use of Google Services**

Data Collection: We use Google products (such as Google Analytics, Ads, Maps, Fonts, or embedded YouTube videos), which may collect and process data as described in Google's Privacy Policy.

User Rights: You can manage, update, and delete your information collected by Google, and you have the choice to opt out of Google Analytics via browser add-ons.

Transparency: Data collected via Google services is governed by Google's own policies. We do not control how Google uses this data, but we strive to provide clear information and obtain consent as required by law.

24. **Contact Information**

To request access, correction, make a complaint, or inquire about our privacy and handling of personal information, please contact:

Miss Confidential (Victoria)

Phone: 0403 94 88 45

hello@missconfidential.com.au

Office hours: Monday–Friday, 10am–4pm, Saturday, 10am – 1pm (AEST)]

25. **Further Information**

Additional information about privacy rights and responsibilities is available from the Office of the Australian Information Commissioner (www.oaic.gov.au), or the Office of the Victorian Information Commissioner (www.ovic.vic.gov.au).

Disclaimer:

Miss Confidential is committed to upholding the highest standards of privacy and confidentiality in all investigative services throughout Victoria and beyond.