

## Privacy Policy

Lee Kelly Commercial Investigations (Lee Kelly) specialises in insurance and litigation investigations. We provide both factual investigation and surveillance services.

This policy describes the way our firm collects, holds and discloses information about individuals. Lee Kelly is subject to the Privacy Act and National Privacy Principles. We may vary this policy from time to time.

### COLLECTION OF PERSONAL INFORMATION

The very nature of our business involves the collection of personal and some sensitive information. We will collect personal information only by lawful and fair means and not in an unreasonably intrusive way. We collect the following kinds of information:

- name, address, occupation, age, contact information;
- statements made by claimants and witnesses;
- employment history from employers or past employers;
- medical and health records;
- video and other photographic recordings and images.

The information is then used by us only for the purposes of conducting our business and may be given to our client or our client's lawyers. Where our client collects personal information that is to be passed on to us, our client obtains the consent of the individual concerned for the disclosure of the information to us.

### USE AND DISCLOSURE OF PERSONAL INFORMATION

We may disclose personal information but only for the purposes for which it was collected. We are contractually bound by confidentiality and non-disclosure agreements with our clients and are prohibited from using the information for any other purpose. Our investigation team is bound by the firm's confidentiality obligations and privacy policy.

### INFORMATION SECURITY

We take reasonable steps to protect all personal information which we hold from misuse, loss, unauthorised access, modification or disclosure to unauthorised persons. Information is stored in access controlled premises or in electronic databases requiring logins and passwords. Only those staff with the requisite authority may gain access to the information. All staff having access to confidential information are subject to confidentiality obligations and are required to observe our privacy policy.

### ACCESS AND CORRECTION

Any person on whom we hold personal information can request access at any time to information we hold about them. We may charge a reasonable fee where access is provided and access may be subject to reasonable conditions. We may correct any errors contained in the information we hold, at the person's request. We may also refuse to provide access to information where the National Privacy Principles allow us to do so.

## **CONTACT DETAILS**

If you wish to report a privacy issue or incident or have any questions about our privacy policy or practices or want to request access to information we hold, please contact:

Carolyn Armstrong  
Privacy officer  
Level 9, 1 Chandos Street  
St Leonards NSW 2065  
Telephone (02) 9966 0808  
Facsimile (02) 9966 5110  
[admin@lka.com.au](mailto:admin@lka.com.au)