



I-ON INVESTIGATIONS LTD

I-On Investigation – Privacy Statement

Introduction

1. I-On Investigations Limited (“we,” “us,” “our”) provides licensed private investigation services in New Zealand. We are committed to protecting personal information and complying with the Privacy Act 2020. This statement explains how we collect, use, disclose, store, and protect personal information in the course of providing our services.
2. If you choose not to provide information when requested, we may not be able to provide the services requested. We keep your information safe by using reasonable security safeguards.

Scope

3. This statement applies to individuals who contact us to enquire about, or engage in, the provision of investigative services we offer.
4. Individuals may have their personal information collected as part of a lawful investigation.

What we collect and why

5. We collect personal information relating to our clients in order to undertake an investigation and to comply with any other obligation we may have at law. We do not collect personal information that is not reasonably necessary for a defined investigative or business purpose.
6. The information we collect includes:
 - a. Your full legal name and contact information
 - b. Details as to your location
 - c. Information in respect of your interactions with us
 - d. Information required for billing and taxation
 - e. Information about other individuals that is provided to us.
7. When you provide personal information to us about another individual, you must ensure that you are permitted to disclose that information. We will assess whether the collection use of that information is necessary for the purposes of the investigation.

Carrying out an investigation

8. In the course of a lawful investigation, we may collect personal information about individuals relevant to that investigation. Depending on the circumstances, this may include:
 - a. Publicly available information
 - b. Information provided by our client
 - c. Information obtained from third parties where permitted by law
9. Investigative services often require the collection of information from sources other than the individual concerned. Where appropriate and lawful, information may be collected indirectly about the individual who is the subject of an investigation (i.e., not directly from the individual concerned), particularly where collecting information directly would:
 - a. Prejudice the purpose of the investigation, or
 - b. Undermine its integrity.

Use of personal information and disclosure

10. We will only use personal information for the purpose for which it was collected, or for a directly related purpose permitted by law.
11. Investigative findings are provided to the commissioning client unless disclosure is otherwise required or permitted by law.
12. To the extent necessary and where it is lawful, we will disclose your personal information:
 - a. To legal advisors
 - b. To law enforcement or regulatory authorities as necessary
 - c. To any other party where disclosure is necessary to enforce our legal rights or comply with a legal obligation.

Security and retention

13. We will securely retain your personal information and take reasonable steps to protect it against unauthorised disclosure, loss, misuse, or access.
14. Information is only retained as long as necessary in order to:
 - a. Fulfil the purpose of collection.
 - b. Comply with legal obligations.
 - c. Manage any claims against us.

Access and correction

15. You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong.
16. However, in some circumstances, access may be withheld where permitted by law — for example, where release would prejudice an ongoing investigation or breach another person's privacy.
17. If you'd like to ask for a copy of your information, or to have it corrected, please contact us at investigator54@outlook.co.nz, or 0272070992, or 19 Peachgrove Road, Hamilton East, 3216.

Complaints

18. If you have concerns about how we handle personal information, please contact us first so we can attempt to resolve the issue.
19. If you are not satisfied with our response, you may contact the Office of the Privacy Commissioner.
20. We also have procedures in place to respond to and, where required, notify affected individuals and the Office of the Privacy Commissioner of notifiable privacy breaches.

Changes to this statement

21. We reserve the right to make changes to this privacy statement without giving notice to you. By continuing to use our services, you agree to this privacy statement and any changes made to it by us. The latest version of this privacy statement will always be available on our website.