

Covert Surveillance – Terms & Conditions

1. Introduction to Surveillance

Surveillance is a specialist field requiring strategic planning, discretion, and professional expertise. At Dion International Ltd, we provide covert surveillance services to support investigations where unlawful or unethical conduct is suspected. Clients often ask questions such as: What will it cost? Will the subject know they are being followed? Will you get photographs? Will I get a report? This document answers those common queries and outlines our operating standards.

2. Surveillance Costs

Costs vary based on the circumstances and complexity of the case. Pricing is per operative, with a standard minimum call-out of 6 hours. In most cases, we recommend using three or more surveillance operatives for mobile surveillance to remain covert and maintain subject control. We will not use a single surveillance operative for mobile surveillance work as it is simply no longer covert and often results in detection and failed outcomes. Anyone who says otherwise does not understand covert surveillance and should be avoided.

Static surveillance may allow for a single operative depending on the situation. Final costs are dependent on the deployment size and logistics involved. Rates and examples can be found at: <https://dion-international.com/private-investigator-costs/>

Fees are payable in advance and are subject to VAT.

3. Operational Success and Discretion

Our objective is to remain covert throughout surveillance operations. Being covert means we may be seen but not noticed. Our investigators are trained to follow national surveillance model standards similar to those used by law enforcement. We aim to obtain actionable, legally usable evidence without alerting the subject.

4. Use of Photographic Evidence and Reporting

Photographs and video will be taken when safe and practical. We use both overt and covert cameras. The final report will include images if they were obtained and deemed evidential. Reports are only compiled upon completion of the surveillance.

5. Legal Framework and Ethical Practice

Surveillance is conducted within the law. Legislation such as the Criminal Justice and Licensing (Scotland) Act 2010 makes it a criminal offence to cause fear or alarm by stalking or persistent unwanted attention. We do not engage in any actions that may cause distress or breach the rights of individuals.

We operate within the spirit of the Regulation of Investigatory Powers (Scotland) Act 2000. As a private company, we are not subject to this law unless working on behalf of a public body.

6. Risk Assessment and Client Responsibilities

We must ensure that our services are not used unlawfully. Clients are required to disclose:

- Whether the subject has been previously observed
- Any legal issues, bail conditions, or restraining orders
- Any interactions that might make the subject surveillance aware

We reserve the right to decline or halt operations where legal or ethical breaches may arise.

7. What We Will and Won't Do

We will:

- Conduct agreed surveillance for the instructed time
- Use professional discretion to prevent compromise
- Provide a summary report including evidence (if obtained)

We will not:

- Provide live updates during operations
- Continue operations if compromise is imminent
- Accept instructions intended to harass or cause fear

8. Costs and Payment Terms

Fees are charged based on agreed hourly rates and resource requirements. Any expenses incurred (e.g., travel, parking, public transport) will be charged at cost. Extensions and court attendance are subject to additional fees on a pro-rata basis. Payment is required in advance.

9. Cancellations

If cancelled within 24 hours of deployment, 50% of the scheduled charge applies. If rebooked later, cancellation fees may be deducted as per our cancellation policy.

10. Data Protection and Confidentiality

All investigations are handled confidentially and in line with GDPR and our internal privacy policy. Reports and findings are only shared as instructed by the client.

11. Governing Law

These terms are governed by the laws of Scotland.

12. Final Agreement

By making payment, the client confirms agreement to these terms, conditions, and undertakings. The client also accepts responsibility for any further fees incurred due to extended hours or additional resources requested.