



*Bookkeeping and Admin Support*

Phone: (604) 380-4469 Fax: 1-888-533-6515

Email: [info@joycreationsltd.com](mailto:info@joycreationsltd.com)

## Privacy Policy

Our promise to you;

When enlisting services from a bookkeeper and/or accountant you provide personal and financial information about you, your customers, vendors and employees. Joy Creations Ltd. acknowledges our relationship is based on trust and respect. We believe loyalty and trust are one of our best attributes as a company and hold ourselves to high standards of respecting and safe keeping our clients important information. This means we do not sell current or past client personal information to anyone.

The information we collect from you during the course of our business relationship will consist of nonpublic private information. This would potentially include shareholder names and addresses, banking and credit information, social insurance numbers. The reason for requesting certain information will always be explained and respected if not provided. For even further safeguard Joy Creations Ltd. management restricts nonpublic information to their employees.

Do you have a concern?

Please feel free to contact our Information Officer, Brandy Joyner, at [brandy@joycreationsltd.com](mailto:brandy@joycreationsltd.com) with any questions or concerns you might have. If you wish to make a formal complaint about our privacy practices, you may make it in writing to our Information Officer. She will acknowledge receipt of your complaint; ensure that it is investigated promptly and that you are provided with a formal written decision with reasons.

For more general inquiries, the Information and Privacy Commissioner of Canada oversees the administration of the privacy legislation in the private sector. The Commissioner also acts as a kind of ombudsman for privacy disputes. The Information and Privacy Commissioner can be reached at:

112 Kent Street Ottawa, Ontario K1A 1H3

Phone: (613) 995-8210 | (800) 282-1376 | TTY (613) 922-9190 | Fax (613) 947-6850

[www.privcom.gc.ca](http://www.privcom.gc.ca)