

Privacy Policy

Rhonda S. Cockwill Professional Corp. | *Last Updated: August 2026*

At Rhonda S. Cockwill Professional Corp., your privacy and the confidentiality of your information are important to us. Rhonda S. Cockwill Professional Corp. (the “Firm”), owned and operated by Rhonda S. Hemsing, CPA, collects and handles personal information in the course of providing accounting, tax, bookkeeping and related professional services. We are committed to protecting that information and handling it responsibly in accordance with Alberta’s Personal Information Protection Act (PIPA) and other applicable Canadian privacy legislation.

Information We Collect

Depending on the services you request, we may collect personal information including your:

- name, address, telephone number and email address;
- date of birth and identification information;
- Social Insurance Number and other government-issued identifiers where required;
- family, marital and employment information relevant to your tax or accounting matters;
- income, expenses, assets, liabilities and investment information;
- banking and financial information;
- tax returns, Notices of Assessment or Reassessment and Canada Revenue Agency information;
- business, corporate, trust, estate, payroll and GST/HST information; and
- documents or information you provide through our secure client portal, electronic forms, email or other communications.

We only collect information that is reasonably necessary to provide our services, meet our professional obligations or comply with applicable laws.

How We Use Your Information

Your information may be used to:

- prepare tax returns and other government filings;
- provide accounting, bookkeeping, payroll and advisory services;
- communicate with you regarding your account or services;
- maintain client records;
- communicate with the Canada Revenue Agency and other government authorities when authorized;
- process billing and payments;
- comply with legal, regulatory and professional requirements; and
- protect against unauthorized access, fraud or misuse of information.

We do not sell or rent your personal information.

Consent

Where required, we obtain your consent before collecting, using or disclosing your personal information.

Consent may be express or implied depending on the circumstances and the sensitivity of the information.

You may withdraw your consent, subject to legal, contractual and professional requirements. In some circumstances, withdrawing consent may affect our ability to continue providing particular services.

When Information May Be Shared

We may disclose personal information when reasonably necessary to provide our services or when authorized or required by law.

This may include disclosure to:

- the Canada Revenue Agency or other government authorities;
- financial institutions or other parties authorized by you;
- professional advisors or consultants assisting the Firm;
- accounting, tax, payroll, electronic signature, secure portal, cloud storage, payment processing, website and technology service providers; and
- regulatory, professional or legal authorities where required.

We expect service providers that handle personal information on our behalf to maintain appropriate confidentiality and security safeguards.

Protecting Your Information

We use reasonable administrative, physical and technological safeguards appropriate to the sensitivity of the information we hold. These measures may include password protection, access controls, secure client portals, authentication measures, secure document handling, secure backup procedures, confidentiality requirements and appropriate document retention and destruction procedures. Access to client information is limited to individuals who require it to perform their duties.

Electronic Information & Client Portal

Because accounting and tax services involve highly confidential information, clients may be provided with access to a secure client portal or other secure electronic systems for exchanging documents.

Important: Please do not send highly sensitive information, such as Social Insurance Numbers, banking information or tax documents, through the general website contact form. When a secure client portal is available, please use it to transmit confidential documents.

Service Providers Outside Canada

The Firm uses third-party technology and service providers to support our accounting, tax, bookkeeping, document management, payment processing, electronic signature, website, communication and information-security functions.

Some client information is maintained in Canada. The Firm's Microsoft SharePoint environment is configured with Canada as its data location. The Firm also uses locally managed server and backup systems located in Alberta, Canada, with information-technology support provided by a local Alberta service provider.

Certain other service providers may store, access or process personal information outside Canada. Depending on the service being used, this may include the United States, Ireland, Israel, India, Japan, the United Kingdom and other jurisdictions in which an authorized service provider or subprocessor operates.

These providers may include Microsoft, DocuSign, Intuit QuickBooks and ProFile, Adobe, Wix, Square and other technology, cybersecurity and related service providers.

Personal information processed outside Canada may be subject to the laws of the jurisdiction in which it is stored or processed and may be accessible to courts, law-enforcement agencies or regulatory authorities in accordance with the laws of that jurisdiction.

The Firm limits the information provided to service providers to what is reasonably necessary for the services they perform and expects service providers handling personal information on our behalf to maintain appropriate privacy, confidentiality and security safeguards.

You may contact our Privacy Officer for information about the Firm's policies and practices concerning service providers outside Canada, including the countries in which personal information may be processed and the purposes for which those providers are authorized to handle personal information.

Website & Cookies

When you visit our website, certain technical information may be collected automatically, such as browser type, device information, IP address and website usage information. The website may use cookies or similar technologies for website functionality, security, analytics and improving the visitor experience. Information submitted through a website form will be used to respond to your inquiry or provide the service for which the information was submitted.

Retention of Information

We retain personal information only for as long as reasonably necessary to provide our services and meet applicable legal, tax, professional and regulatory requirements.

When personal information is no longer required, it will be securely destroyed, deleted or anonymized in accordance with our records management procedures.

Accessing or Correcting Your Information

You may submit a written request to access personal information we hold about you or to request correction of information that is inaccurate or incomplete. We will respond within the time required by applicable privacy legislation. Certain information may be withheld where access is prohibited or restricted by law.

Privacy & Security Incidents

If we become aware of a privacy or security incident involving personal information, we will take reasonable steps to investigate, contain and address the incident. Where a privacy breach creates a real risk of significant harm to an individual, we will notify the Office of the Information and Privacy Commissioner of Alberta and, where required, affected individuals in accordance with applicable law.

Questions or Privacy Concerns

If you have questions about this Privacy Policy, wish to request access to or correction of your personal information, or have concerns about how your information has been collected, used, disclosed or protected, please contact:

Privacy Officer	Rhonda S. Hemsing, CPA
Firm	Rhonda S. Cockwill Professional Corp.
Location	Cochrane, Alberta
Contact	403-851-2002

We will review privacy concerns and take appropriate action where necessary.

If you are not satisfied with our response to a privacy concern, you may contact the Office of the Information and Privacy Commissioner of Alberta.

Changes to This Policy

We may update this Privacy Policy periodically to reflect changes in our services, technology, professional requirements or applicable laws.

The most current version will be available on this website, together with the date it was last updated.