

## What if there are problems?

If problems arise, you should contact us. In many cases problems are the result of a small misunderstanding. While we try to ensure we communicate clearly and effectively, in many cases there is quite a lot of information to absorb when you are meeting with us and clarifications may be needed. You should never feel any question is “stupid,” or feel nervous about calling us and asking us about something. We promise to try to answer every question and to be patient.

## What is our Privacy Policy?

In addition to our professional obligations to keep your information private and confidential, we are also governed by the *Personal Information Protection and Electronic Documents Act* (“PIPEDA”) and the Canadian Standards Association *Model Code for the Protection of Personal Information* which it incorporates, as are all lawyers and most businesses and government offices. Our office maintains a Privacy Policy consistent with the PIPEDA, a copy of which is available upon request.

We take all reasonable measures to ensure your data and files are safe and secure including, a building security system, managed firewall, a RAID array, systematic backup, locked file storage with key controls, and so on.

Our goal is to have you feel secure in dealing with us.

## What is our Mission Statement?

Our Mission Statement sets out our goals in written form:

1. To deliver quality legal services in a pleasant environment.
2. To attend to our clients’ needs in an efficient, timely and cost-effective manner.
3. To keep our clients informed.
4. To be an asset to the community in which we live and work.
5. To manage our practice effectively so as to provide a steady source of income for the support of our family.

To this end we endeavor to control overhead costs while not sacrificing quality of service. We believe our firm must be competitive with firms in larger centres if we want to keep your legal business in our community.

We are also active in our community, as well as our Church. We make every effort to participate in community organizations and worthwhile causes while maintaining a balance with work and family. We would rather participate in a few activities and carry out our promises and obligations than join too many things and accomplish nothing.

**Give us a try or drop in for a price estimate if you are contemplating a transaction or doing some legal work.**

# About the Alexander Jackson Law Office



## ALEXANDER JACKSON LAW OFFICE

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