

Texas Department of Transportation

VEHICLE TITLES AND REGISTRATION DIVISION • AUSTIN, TEXAS 78779-0001 • (512) 465-7611

November 9, 2000

Registration and Title Bulletin # 102-00

TO: All County Tax Assessor-Collectors

SUBJECT: Implementation of Amendments to the Driver's Privacy Protection Act

PURPOSE

Registration and Title Bulletin 70-00, dated August 3, 2000, advised of amendments to the federal Driver's Privacy Protection Act (18 U.S.C. 2721) that place further restrictions on the release of personal information contained in motor vehicle records. The purpose of this bulletin is to provide detailed information regarding those amendments, the new requirements/restrictions and procedures for the release and use of that personal information.

DETAILS

Effective December 1, 2000, the release and use of ALL personal information¹ contained in ALL motor vehicle records that identifies a person² is RESTRICTED. Social security numbers and disability information continue to be confidential and may not be released.

In general:

- ◆ The release of ALL personal information in ALL motor vehicle records is restricted. All records will be considered "closed" to the release of personal information.
- ◆ It will no longer be necessary for a person to "opt-out" or notify the department that they do not want their personal information released, as all records will be treated as fully "opted-out."
- ◆ **Personal information will only be released in the following cases:**
 - 1) Upon certification that the information is requested for one of the required or permitted uses provided by law;
 - 2) To a subject of the record³; or
 - 3) To a requester that presents "express written consent"⁴ from a subject of the record.
- ◆ Non-personal information⁵ may be released without restriction.
- ◆ The release or use of personal information from motor vehicle records for the purpose of "bulk distribution of surveys, marketing, or solicitations" is strictly prohibited.

All persons with access to motor vehicle records containing personal information must be extremely cautious when providing information from a motor vehicle record. Violations of the provisions of the law can result in criminal and civil penalties as a result of falsifying statements to obtain personal information from motor vehicle records, as well as, for knowingly obtaining, disclosing, or using that information in violation of the law.

-
- 1 "PERSONAL INFORMATION" is information that identifies a person and includes the name and address, but not the zip code, of a previous owner, owner, or lienholder.
 - 2 "PERSON" includes an individual, organization or entity, but does not include a State or agency of the state.
 - 3 "SUBJECT OF THE RECORD" is a person named in a motor vehicle record.
 - 4 "EXPRESS WRITTEN CONSENT" is written authorization from a subject of the record authorizing the release of that subject's personal information.
 - 5 "NON-PERSONAL INFORMATION" includes vehicle specific information, including vehicle identification number, license plate or document numbers, and registration or title issuance date.

COUNTY ACTION

All employees, limited- and full-service deputies, and contractors, who have access to motor vehicle title and registration records or related documents must be made aware of the restrictions on and requirements for release of personal information. Extreme caution must be taken when releasing any personal information from title and registration records.

Procedures and methods used by your offices in which personal information is or may be released should be carefully reviewed and modified as necessary to ensure that personal information is not released inappropriately. This would include any verbal responses, either in-person or by telephone, and correspondence, such as rejection letters or letters relating to Tax Collector Hearings.

The department has prepared the attached reference guide to assist your offices in understanding the restrictions on the release of personal information, actions that will need to be taken, and when and to whom personal information may be released.

DEPARTMENT ACTION

Programming, that is necessary as a result of the new restrictions, will begin in late November and completion is anticipated by January 1, 2001. A new notation that reads "RELEASE OF PERSONAL INFO RESTRICTED" will be placed on all records and existing "opt-out" notations that currently display on some records will also be converted to this new language. The conversion and marking of all records will be a phased process and will be accomplished in several steps. However, please be advised that beginning December 1, 2000, regardless of what notation displays on the record, if any, the release and use of all personal information in any motor vehicle record is restricted.

To accomplish the conversion to the new notation, all new and existing record indicators will default to "Both" in the "Privacy Act Option" box in the Status Change event. Access to the "Privacy Act Option" box in the Status Change Event will also be disabled (box will appear grayed-out).

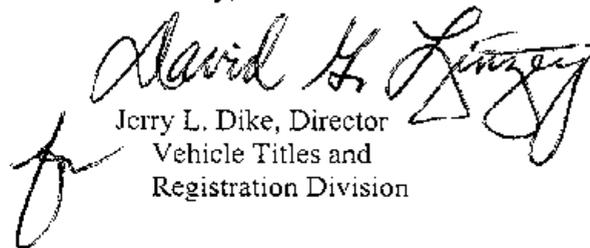
Additionally, the department is amending all contracts with current purchasers of the motor vehicle database and related products. The amended contracts address the new restrictions on release and use of personal information in motor vehicle records. All current account holders have also been advised of the prohibition on the use of motor vehicle record information for distribution of solicitation, marketing, and surveys.

CONTACTS

The privacy of personal information maintained in motor vehicle records is a very complex and sensitive issue. Therefore, the department and its statutory agents, the county tax assessor-collector offices, have a responsibility to protect the information we are charged with maintaining for title and registration purposes in compliance with state and federal laws.

If you have any questions, please contact your local TxDOT Vehicle Titles and Registration Division Regional Office. Thank you.

Sincerely,


Jerry L. Dike, Director
Vehicle Titles and
Registration Division

Attachments

cc: Dealer Associations
Financial Industry Partners
Insurance Partners
National Associations
State Agencies
Texas Associations
Law Enforcement

**RELEASE OF INFORMATION
FROM
MOTOR VEHICLE
RECORDS**

REFERENCE

Effective December 1, 2000

INDEX

DEFINITIONS	Page 1
GENERAL INFORMATION	Page 2
REQUIRED AND PERMITTED USES	Page 4
FORMS	
Form VTR-275, Request for Texas Vehicle Information	Page 5
Form VTR-386, Authorization for Release of Personal Information	Page 6
GUIDELINES FOR RELEASE OF INFORMATION	Page 7

DEFINITIONS:

Certification of required or permitted use = Written certification, on a Request for Vehicle Information form, that the personal information is requested for a required or permitted use, as provided by law.

- Certification must be made on either a Form VTR-275, Request for Texas Vehicle Information, or a county generated equivalent form.

Express Written Consent = Written authorization from a subject of the record for release of that person's personal information. (Note: Only the personal information of the person providing the written consent may be released). A "Request for Vehicle Information" form, properly executed by the requester, will be required in addition to the written authorization from a subject.

- Such consent or authorization may consist of:
 - 1) Form VTR-386, Authorization for Release of Personal Information;
 - 2) A Power of Attorney to Transfer a Motor Vehicle;
 - 3) A written statement that specifically authorizes the release of a person's personal information to another. The statement must include all the information required on the Form VTR-386.

"Mask" Personal Information = Manually black-out the applicable personal information, then photocopy the record to eliminate the ability to read through the black-out.

Example – When providing a "printout" to a requester who presents authorization from a subject of the record for release of their information, the personal information of all other subject's must be "masked."

Motor Vehicle Record = ANY record that relates to a motor vehicle title or registration issued by the department. This would include records in any format, including paper, electronic, etc.

Non-Personal information = Any information in a vehicle record that is not personal information (does not identify or relate to a person). Non-personal information includes vehicle-specific information (year, make, model, weight, etc.), the license plate or vehicle identification number, document number and issuance date, or registration expiration.

Person = Includes an individual, organization or entity, but does not include a State or agency of the state.

Personal Information = Information in a motor vehicle record that identifies a person including the name and address (but not the zip code) of previous owner(s), owner(s), and lienholder(s).

- Social security numbers and disability information are also considered to be highly restricted personal information and may not be released or disclosed, in any case.

Request for Vehicle Information Form =

Beginning December 1, 2000, we request a revised Request for Information Form be used and that any stock of previous versions of the form be destroyed.

For requests for information from TxDOT – Use Form VTR-275, Request for Texas Vehicle Information.

Note: This form has been revised to address the amended restrictions regarding personal information. As the form includes information that is applicable only to requests made to the department (i.e. information, fees, and mailing addresses), it will not be distributed to County Tax Assessor-Collector Offices for general use.

For requests for information from County Tax Assessor-Collector Offices – County offices will need to develop a Request for Vehicle Information form for use by their customers. The enclosed revised Form VTR-275 may be modified for county use or may be used as a guideline for development of a request form that includes information applicable to the specific office.

Subject of a record = A person named in a motor vehicle record.
(i.e. an owner, previous owner, or lienholder)

GENERAL INFORMATION

In October 1999, the 106th U.S. Congress enacted Public Law 106-69, that amended the federal Driver's Privacy Protection Act, or DPPA, (18 U.S.C. §2721). The amendments further restrict the release of personal information contained in motor vehicle records.

As a result of these amendments, **effective December 1, 2000, ALL personal information contained in ALL motor vehicle records is *privacy protected* and the *release and use of that information is restricted***. All records will be considered "closed" to the release of personal information. Social security numbers and disability information continue to be confidential and may not be released.

Any person with access to motor vehicle records, including all employees, limited or full-service deputies, and contractors, must be made aware of the new restrictions on the release of personal information and must be extremely cautious when discussing or providing personal information in the course of their business. The type of information and to whom it is being provided must always be taken into consideration.

IN GENERAL:

- It will no longer be necessary for a person to "opt-out" or notify the department that they do not want their personal information released, as all records will be treated as fully "opted-out."
- All personal information in a motor vehicle record may be released:
 - 1) Upon certification that the information is requested for a required or permitted use, provided by law, or
 - 2) Upon request from a subject shown in that record (i.e. an owner, previous owner, or lienholder).
- A third party (someone other than a subject of the record) who is not requesting information for a required or permitted use may receive personal information only if they provide the express written consent, or authorization, from a subject of that record authorizing the release of the person's personal information. (Note: Only the personal information of the person providing the written consent may be released.) In addition to the authorization the requester must also provide a properly completed Request for Vehicle Information form.
- Only NON-personal information may be released if not requested for a required or permitted use, by the subject of the record, or with express written consent from a subject.
- No personal information from motor vehicle records may be released or used for the purpose of bulk distribution of surveys, marketing, or solicitation. This use is strictly prohibited.

Printouts and Inquiry Receipts

When providing printouts or vehicle inquiries, if the request is from:

- 1) A subject of the record, the entire record may be provided;
- 2) A person who certifies a required or permitted use, the entire record may be provided;
- 3) A person who provides the express written consent of a subject, only that subject's personal information may be provided (All other personal information must be masked); or
- 4) A person who does not fall under any of the above, only the non-personal information may be provided (ALL personal information must be masked).

Masking of Privacy Protected Information

If a requester provides written authorization to obtain a subject's personal information, only that subject's information may be released. When providing a "printout" of a record, the personal information of any other subject in that record must be "masked." The recommended method to mask personal information is to black-out the applicable personal information and then photocopy the printout to eliminate the ability to read through the black-out.

Telephone Inquiries

Non-personal information may be provided or disclosed without restriction. Non-personal information includes any information in the record that is not personal information (i.e. vehicle-specific information including year, make, model, and weight, the registration or title numbers and status, etc.). **No personal information may be provided or disclosed.** In order to receive personal information, a

caller should be advised to submit a written request on a Request for Vehicle Information form in order to certify what authority they have to obtain the information.

Personal information provided by a caller may be verified or discussed; however, extreme care should be taken to ensure that personal information, not provided by the caller, is not disclosed. For example, an owner that did not receive a renewal notice who wants to know the address their registration renewal notice was mailed to and provides their name and current address. If the personal information provided matches the record, the representative may verify that the information is correct. However, if the personal information provided does not match the record, the personal information in the record may not be disclosed. In this case, the caller may be advised that the address is not the same, but the address shown in the record may not be disclosed to the caller.

Faxed Request for Vehicle information Forms

At your office's discretion, a faxed copy of a properly executed Request for Vehicle Information form, certifying their authority to obtain the personal information, may be accepted in order to assist a caller with a title or registration related concern. VTR offices will limit who may fax such a request to a subject of the record, law enforcement offices, governmental agencies, and other jurisdictions.

Title and Registration Transactions

A majority of title and registration transactions may continue to be processed as they are today. However, consideration must be given to who is filing or submitting the transaction and whether they are already in possession of the personal information that will be disclosed on the title or registration receipt. For example, an owner, lienholder, selling dealer, title service, etc. that files a title transaction is already in possession of all the personal information that will be included on the application receipt. However, in cases when a third party is attempting to register a vehicle without a registration renewal notice, personal information of the owner that the person does not already have access to would be released. In these cases, authority from the owner to register the vehicle should be required.

Written Responses to Inquiries or Correspondence

Care must be taken when sending correspondence that relates to title or registration records or matters. Personal information may not be disclosed (i.e. in the address, body of the letter, or cc's) if the letter is being sent to someone other than a subject of the record. In some cases, sending a "bc" (blind copy) of the correspondence to an owner or lienholder when the correspondence is addressed to a third party will eliminate release of the restricted personal information.

Retention of Request for Vehicle Information forms:

VTR offices will retain Request for Vehicle Information forms and associated documents (i.e. written authorization forms) for a period of one year. It is recommended that county offices also retain these documents for the same period of time.

Resale and Redisclosure

The DPPA provides specific provisions that restrict the resale and redisclosure of personal information obtained from a motor vehicle record. The original requester of the personal information may only resell or redisclose that information for a required or permitted use. That requester must also maintain records for five years of the person it was provided to and their required or permitted use. If the information is resold or redisclosed, these provisions also apply to the person or entity that obtains the personal information from the original requester.

Penalties

Violations of the provisions of the DPPA can result in civil and criminal penalties as a result of falsifying statements to obtain personal information, as well as for knowingly obtaining, disclosing, or using personal information from a motor vehicle record in violation of the provisions.

Form VTR-385, Request to Withhold Vehicle Record Information

Beginning December 1, 2000, it will no longer be necessary for a person to "opt-out" to restrict the release of their personal information. As such, the Form VTR-385, will become obsolete on December 1st and you are requested to destroy any stock of this form that you have on hand.

REQUIRED AND PERMITTED USES
(as provided in the federal Driver's Privacy Protection Act)

REQUIRED USES

Personal Information shall be disclosed for use in connection with matters of:

- (1) Motor vehicle or driver safety and theft,
- (2) Motor vehicle emissions,
- (3) Motor vehicle product alterations, recalls, or advisories,
- (4) Performance monitoring of motor vehicles and dealers by motor vehicle manufacturers, and
- (5) Removal of non-owner records from the original owner records of motor vehicle manufacturers to carry out the purposes of the Automobile Information Disclosure Act, the Motor Vehicle Information and Cost Saving Act, the National Traffic and Motor Vehicle Safety Act of 1966, the Anti-Car Theft Act of 1992, and the Clean Air Act.

PERMITTED USES

Personal information may be disclosed as follows:

- (1) For use by any government agency, including any court or law enforcement agency, in carrying out its functions, or any private person or entity acting on behalf of a Federal, State, or local agency in carrying out its functions.
- (2) For use in connection with matters of:
 - a. motor vehicle or driver safety and theft,
 - b. motor vehicle emissions,
 - c. motor vehicle product alterations, recalls, or advisories,
 - d. performance monitoring of motor vehicles, motor vehicle parts and dealers,
 - e. motor vehicle market research activities, including survey research, and
 - f. removal of non-owner records from the original owner records of motor vehicle manufacturers.
- (3) For use in the normal course of business by a legitimate business or its agents, employees, or contractors, but only --
 - A) To verify the accuracy of personal information submitted by the individual to the business or its agents, employees, or contractors; and
 - B) If such information as so submitted is not correct or is no longer correct, to obtain the correct information, but only for the purposes of preventing fraud by, pursuing legal remedies against, or recovering on a debt or security interest against, the individual.
- (4) For use in connection with any civil, criminal, administrative, or arbitral proceeding in any Federal, State, or local court or agency or before any self-regulatory body, including the service of process, investigation in anticipation of litigation, and the execution or enforcement of judgments and orders, or pursuant to an order of a Federal, State, or local court.
- (5) For use in research activities, and for use in producing statistical reports, so long as the personal information is not published, redisclosed, or used to contact individuals.
- (6) For use by any insurer or insurance support organization, or by a self-insured entity, or its agents, employees, or contractors, in connection with claims investigation activities, antifraud activities, rating or underwriting.
- (7) For use in providing notice to the owners of towed or impounded vehicles.
- (8) For use by any licensed private investigative agency or licensed security service for any purpose permitted under this subsection.
- (9) For use by an employer or its agent or insurer to obtain and verify information relating to a holder of a commercial driver's license that is required under the Commercial Motor Vehicle Safety Act of 1986 (49 U.S.C. App. 2710 et seq.).
- (10) For use in connection with the operation of private toll transportation facilities.
- (11) For use by any requester, if the requester demonstrates it has obtained the written consent of the individual to whom the information pertains.
- (12) For any other use specifically authorized under the law of the State that holds the record, if such use is related to the operation of a motor vehicle or public safety.

REQUEST FOR TEXAS MOTOR VEHICLE INFORMATION

I request that the Texas Department of Transportation, Vehicle Titles and Registration Division, furnish me with the information specified below that is contained in the vehicle title and registration records for the vehicle shown.

NAME OF FIRM/APPLICANT _____ DATE _____
 ADDRESS _____
 CITY _____ STATE _____ ZIP CODE _____ DAYTIME TELEPHONE NUMBER (____) _____

VEHICLE INFORMATION:

TEXAS VEHICLE LICENSE PLATE NUMBER _____ YEAR OF LICENSE _____ YEAR AND MAKE OF VEHICLE _____
 VEHICLE IDENTIFICATION NUMBER _____ TITLE/DOCUMENT NUMBER _____

INFORMATION REQUESTED (Check the requested option):

OPTION 1. RECORD INQUIRIES:

- Title and registration verification (record search) \$ 2.30
- Certified title and registration verification \$ 3.30
- Other (please describe the information requested) Fees vary, _____

THE DEPARTMENT MAY ONLY RELEASE THE INFORMATION REQUESTED ABOVE IF:
 (Check one, if applicable)

- ____ (1) You are the subject (recorded owner or lienholder) of the information.
- ____ (2) You certify that the intended use of the requested information is for a permitted use(s) as indicated on the back of this form. If this option is chosen, back **MUST** be completed.
- ____ (3) You have written authorization (**MUST** be attached) from a person named in the record authorizing the department to release their personal information to you.
 (NOTE: THE DEPARTMENT MAY ONLY RELEASE THE PERSONAL INFORMATION OF THE PERSON PROVIDING THE AUTHORIZATION.)

OPTION 2. TITLE HISTORIES:

* THE DEPARTMENT MAY RELEASE A TITLE HISTORY ONLY if the intended use of the title history is for a permitted use as indicated on the back. You **MUST** certify the permitted use(s) that applies to your request on the back of this form.

- Title history * \$ 5.75
- Certified title history * \$ 6.75

In making this request, I certify that this information is requested for a lawful and legitimate purpose and will be used in accordance with 18 U.S.C., Sections 2721-2725, and Texas Transportation Code, Chapter 730. If requested for a permitted use, I certify the information will only be used for that permitted use. Violation of this agreement is a Class A misdemeanor.

I HEREBY CERTIFY THAT THE STATEMENTS CONTAINED HEREIN ARE TRUE AND CORRECT, TO THE BEST OF MY KNOWLEDGE.

SIGNATURE _____ PRINTED NAME _____

CURRENT GOVERNMENT-ISSUED PHOTO IDENTIFICATION NUMBER (e.g. Driver's license, DPS ID, Military ID) _____ EXPIRATION DATE _____

WARNING: Texas Transportation Code, Chapter 730 provides that a person who makes a false statement or misrepresents their identity in order to obtain personal information from the department records commits a Class A misdemeanor, punishable by a fine not to exceed \$4,000, up to one year in jail, or both.

This request must be submitted with cash, cashier's check, or money order in the amount indicated above. If you are mailing this request, cash is discouraged. Please remit your request to any of the regional offices or mail directly to the VEHICLE TITLES AND REGISTRATION DIVISION, TEXAS DEPARTMENT OF TRANSPORTATION, AUSTIN, TX 78779-0001.

PERMITTED USES

INITIAL (DO NOT CHECK ✓) ALL THAT APPLY IN THE SPACE PROVIDED:

A. Use will be strictly limited to use by:

- _____ (1) a government agency, including any court or law enforcement agency, in carrying out its functions; or
_____ (2) a private person or entity acting on behalf of a government agency in carrying out the functions of the agency.

B. Use in connection with a matter of:

- _____ (1) motor vehicle or motor vehicle operator safety;
_____ (2) motor vehicle theft;
_____ (3) motor vehicle emissions;
_____ (4) motor vehicle product alterations, recalls, or advisories;
_____ (5) performance monitoring of motor vehicles, motor vehicle parts, or motor vehicle dealers;
_____ (6) motor vehicle market research activities, including survey research; or
_____ (7) removal of nonowner records from the original owner records of motor vehicle manufacturers.

C. Use in the normal course of business by a legitimate business or an agent, employee, or contractor of the business, but only:

- _____ (1) to verify the accuracy of personal information submitted by the individual to the business or an agent, employee, or contractor of the business; and
_____ (2) if the information as submitted is not correct or is no longer correct, to obtain the correct information, for the sole purpose of preventing fraud by, pursuing a legal remedy against, or recovering on a debt or security interest against the individual.

D. Use in conjunction:

- _____ with a civil, criminal, administrative, or arbitral proceeding in any court or government agency or before any self-regulatory body, including service of process, investigation in anticipation of litigation, execution or enforcement of a judgment or order, or under an order of any court.

E. Use in:

- _____ (1) research or in producing statistical reports, but only if the personal information is not published, redisclosed, or used to contact any individual;
_____ (2) providing notice to an owner of a towed or impounded vehicle; or
_____ (3) connection with the operation of a private toll transportation facility.

F. Use by:

- _____ (1) an insurer or insurance support organization, or by a self-insured entity, or an agent, employee, or contractor of the entity, in connection with claims investigation activities, antifraud activities, rating, or underwriting;
_____ (2) a licensed private investigator agency or licensed security service for one of the listed permitted uses; or
_____ (3) an employer or an agent or insurer of the employer to obtain or verify information relating to a holder of a commercial driver's license that is required under 49 U.S.C. Chapter 313.

G. Use for:

- _____ any other purpose specifically authorized by law that relates to the operation of a motor vehicle or to public safety. Please cite the specific law: _____

RESALE and REDISCLOSURE

A person obtaining motor vehicle record information for any of these permitted uses may resell or redisclose the information only for these permitted uses, and **must maintain records for a period of not less than 5 years** of any person or entity that received the information and the permitted use for which it was obtained. The purchaser must also make those records available to the department for inspection, upon request.

Form VTR-386

Authorization for Release of Personal Information (Rev. 12/00)



AUTHORIZATION FOR RELEASE OF PERSONAL INFORMATION

On the following motor vehicle record, I, _____, am the recorded:

_____, am the recorded:

- Previous Owner, Owner, Lienholder (checkboxes)

YEAR MAKE LICENSE PLATE NUMBER

VEHICLE IDENTIFICATION NUMBER

I understand that the Texas Department of Transportation is restricted from releasing my personal information (name and address) on the motor vehicle record indicated above, except for certain uses permitted by state and federal law. However, I now authorize the department to release my personal information to the following person(s):

NAME _____

ADDRESS _____

CITY, STATE, ZIP _____

DAYTIME TELEPHONE (_____) _____

Note: This authorization only allows for the release of the personal information of the person providing the authorization for release.

SIGNATURE OF PERSON PROVIDING AUTHORIZATION FOR RELEASE DATE

GOVERNMENT-ISSUED PHOTO ID NUMBER (# of Driver's License, DPS Identification, Military ID) EXPIRATION DATE

WARNING: Transportation Code, Chapter 730 provides that a person who makes a false statement or misrepresents their identity in order to obtain personal information from the department records commits a Class A misdemeanor, punishable by a fine not to exceed \$4,000, up to one year in jail, or both.

TEXAS DEPARTMENT OF TRANSPORTATION VEHICLE TITLES AND REGISTRATION DIVISION AUSTIN, TX 78778-0001



COUNTY TAX ASSESSOR-COLLECTOR OFFICES GUIDELINES FOR RELEASE OF VEHICLE RECORD INFORMATION

The following is a guideline for use when responding to the most commonly encountered situations where personal information might be requested or provided. Unique situations will arise that may not fit one of these categories. In these cases, consideration must be given to the type of information and to whom it is being provided. Remember that the ultimate aim of the Driver's Privacy Protection Act is to protect the "personal information" contained in motor vehicle records.

METHOD OF RELEASE	SPECIFIC SITUATIONS	COUNTY TAX ASSESSOR-COLLECTOR OFFICES: GUIDELINES FOR RELEASE OF PERSONAL INFORMATION
VERBAL INQUIRY	Telephone	<p style="text-align: center;">Social security numbers & disability information are confidential and may not be released in any case.</p> <ul style="list-style-type: none"> • <u>May Release</u>- Non-personal information may be released without restriction. • Personal information provided by the requester may be verified or discussed, but extreme care must be taken to not disclose personal information not provided by the requester. • <u>May Not Release</u> - <ul style="list-style-type: none"> ◦ Personal information may not be released (See "Note" below.) ◦ Social security numbers may not be released in any case. • Personal information provided by the caller may be verified. <p>Note: At the county's discretion, personal information may be released verbally over the telephone to a caller who faxes a properly completed Request for Vehicle Information form to the county office and certifies that he/she is:</p> <ol style="list-style-type: none"> 1) A subject of the record (all personal & non-personal information may be discussed); or 2) Requesting the information for a required or permitted use (all personal & non-personal information may be discussed).
	In Person	<ul style="list-style-type: none"> • <u>May Release</u> - Non-personal information may be released without restriction. • Personal information provided by the requester may be verified or discussed, but extreme care must be taken to not disclose personal information not provided by the requester. • <u>May Not Release</u> - Personal information may not be released, <u>unless</u> the requester properly executes a Request for Vehicle Information Form and certifies that he/she: <ol style="list-style-type: none"> 1) Is a subject of the record (all personal & non-personal information may be released); 2) Is requesting the information for a required or permitted use (all personal & non-personal information may be released) or 3) Has the "written consent" of a subject of the record that authorizes the release of that person's personal information. Only the personal information of the subject providing consent may be released - all other personal information is confidential. • Social security numbers may not be released in any case.
PRINTOUTS RTS INQUIRY RECEIPTS DUPLICATE LICENSE RECEIPTS	In Person OR By Mail	<ul style="list-style-type: none"> • Must complete a Request for Vehicle Information form and submit with the appropriate fee. • <u>May release</u> - Non-personal information may be released without restriction (All personal information must be manually masked). • <u>May not release</u> - Personal information may not be released, <u>unless</u> the requester properly executes the Request for Vehicle Information form and certifies that he/she: <ol style="list-style-type: none"> 1) Is a subject of the record (all personal & non-personal information may be released); 2) Is requesting the information for a required or permitted use (all personal & non-personal information may be released) or 3) Has the "written consent" of a subject of the record authorizing (Only the personal information of the subject providing consent may be released - all other personal information must be manually masked). • Social security numbers may not be released in any case.

**COUNTY TAX ASSESSOR-COLLECTOR OFFICES:
GUIDELINES FOR RELEASE OF PERSONAL INFORMATION**

METHOD OF RELEASE	SPECIFIC SITUATIONS	
<p>TITLE APPLICATION RECEIPTS</p> <p>REGISTRATION APPLICATION RECEIPTS</p>		<ul style="list-style-type: none"> • Most title and registration transactions may continue to be processed as they are today. • Consideration must be given to who is filing or submitting the transaction, what personal information will be released on the receipt, and whether the applicant is already in possession of the personal information that will be shown on the title or registration receipt. • <u>Receipt may be provided to:</u> <ol style="list-style-type: none"> 1) The subject (owner or lienholder) of the record or 2) A third party filing a title application, as they are already in possession of all personal information that will be released on the application receipt. This would include title applications filed by a title service or selling vehicle dealer. 3) A third party requesting registration renewal that presents a renewal notice or previous year registration receipt and is otherwise eligible to renew the registration. • <u>Receipt may not be provided to –</u> <i>Example:</i> A third party attempting to register <u>without</u> a renewal notice or the previous year registration receipt. In this case, as the applicant is not presenting any documents that contain the personal information that would be released on the receipt, authorization from the owner to register the vehicle must be required. Authorization may include a power of attorney or written authorization statement from the owner. • Extreme care must be taken when responding to written requests for information preparing correspondence that relates to title and registration records or matters. • Ensure that personal information is not inadvertently contained in the correspondence (i.e. in the address, body of the response, cc's, etc.) if the correspondence is being sent to someone other than a subject of the letter. If a copy must be sent to the owner or lienholder of record, a bc (blind copy) should be sent. • <u>May release or disclose –</u> <ul style="list-style-type: none"> ◦ All non-personal information; and ◦ Personal information only if the response is to the owner or lienholder of record. • <u>May not release –</u> Personal information, unless the requester: <ol style="list-style-type: none"> 1) Is the owner or lienholder of record (all applicable personal information may be released) or 2) Properly executes a Request For Vehicle Information and certifies that he/she: <ol style="list-style-type: none"> a. Is requesting the information for a required or permitted use (all applicable personal information may be released) or b. Has the "written consent" of a subject of the record authorizing (Only the personal information of the subject providing consent may be released).
<p>WRITTEN INFORMATION</p>	<p>Examples:</p> <p>Requests for Information</p> <p>Rejection Letters</p> <p>Title Correction Letters</p>	<ul style="list-style-type: none"> • County offices that currently allow outside entities to review or obtain information from title transactions or application receipts, registration receipts, etc. must be extremely cautious when providing such access. • <u>May not release:</u> <ul style="list-style-type: none"> ◦ Any personal information, unless the entity properly executes a Request for Vehicle Information form and certifies they are requesting access for a required or permitted use. ◦ Social security numbers. • <u>May release personal information ONLY</u> if the entity properly executes a Request for Vehicle Information form and certifies that the intended use of the information is for a required or permitted use. Note: Entities who do obtain such access must be made aware that the personal information: <ul style="list-style-type: none"> ▪ May only be used for the use certified, ▪ May not be used for distribution of surveys, marketing, or solicitations; ▪ Is subject to the restrictions on resale or redisclosure; and ▪ If obtained for the purpose of research or in producing statistical reports, may not be published, redisclosed, or used to contact any individual.
<p>HARD COPY REVIEW OF DOCUMENTS IN COUNTY OFFICES</p>	<p>Businesses reviewing hard copies of documents processed by County.</p>	<ul style="list-style-type: none"> • County offices that currently allow outside entities to review or obtain information from title transactions or application receipts, registration receipts, etc. must be extremely cautious when providing such access. • <u>May not release:</u> <ul style="list-style-type: none"> ◦ Any personal information, unless the entity properly executes a Request for Vehicle Information form and certifies they are requesting access for a required or permitted use. ◦ Social security numbers. • <u>May release personal information ONLY</u> if the entity properly executes a Request for Vehicle Information form and certifies that the intended use of the information is for a required or permitted use. Note: Entities who do obtain such access must be made aware that the personal information: <ul style="list-style-type: none"> ▪ May only be used for the use certified, ▪ May not be used for distribution of surveys, marketing, or solicitations; ▪ Is subject to the restrictions on resale or redisclosure; and ▪ If obtained for the purpose of research or in producing statistical reports, may not be published, redisclosed, or used to contact any individual.

COUNTY TAX ASSESSOR-COLLECTOR OFFICES: GUIDELINES FOR RELEASE OF PERSONAL INFORMATION	
METHOD OF RELEASE INFORMATION. BY TACs	<p>SPECIFIC SITUATIONS</p> <p>Example: Various information provided to outside entities (i.e. newspapers, marketers, trade magazines, etc.) that relates to vehicles sold in their area.</p> <ul style="list-style-type: none"> • Must be extremely cautious when providing personal information. • May not release: <ul style="list-style-type: none"> ◦ Any personal information, unless the entity properly executes a Request for Vehicle Information form and certifies they are requesting access for a required or permitted use. ◦ Social security numbers. • May release personal information ONLY if the entity properly executes a Request for Vehicle Information form and certifies that the intended use of the information is for a required or permitted use. <p>Note: Entities who do obtain such access must be made aware that the personal information:</p> <ul style="list-style-type: none"> ▪ May only be used for the use certified; ▪ May not be used for distribution of surveys, marketing, or solicitations; ▪ Is subject to the restrictions on resale or redisclosure; and ▪ If obtained for the purpose of research or in producing statistical reports, may not be "published, redisclosed, or used to contact any individual."
MVDI QUERY RESPONSES	<p>SPECIFIC SITUATIONS</p> <p>MVDI inquiries</p> <ul style="list-style-type: none"> • MVDI inquiries may only be used for county processing. • Customers may not view the screen that includes personal information.
WEEKLY TRANSACTION TAPES	<p>SPECIFIC SITUATIONS</p> <p>Tapes of the transactions processed by a county for the preceding week.</p> <ul style="list-style-type: none"> • May ONLY be used for internal county purposes. • No information (personal or non-personal) may be disclosed.

MISCELLANEOUS: GUIDELINES FOR RELEASE OF PERSONAL INFORMATION	
TYPE OF REQUEST INFORMATION BY DEALERS	<p>SPECIFIC SITUATIONS</p> <p>Provide list of information on cars sold to various entities.</p> <ul style="list-style-type: none"> • Personal information from title and registration documents prepared by a dealer or receipts obtained by a dealer may not be disclosed unless for a required or permitted use. This would be considered resale or redisclosure of information obtained from the department and as such would fall under the resale/redisclosure restrictions outlined in DPPA.