



## THE CORPORATION OF THE UNITED TOWNSHIPS OF HEAD, CLARA & MARIA **Policy and Guidelines for Divulging Personal Information over the Telephone**

### POLICY

To establish what information can be divulged to real estate agents, lawyers, property owners and others regarding tax information or any other information that might constitute an unjustified invasion of personal privacy considering provincial and federal laws concerning the protection and privacy of information.

### GUIDELINES

1. If a ratepayer or mortgage company requests any information pertaining to their tax bill, they must come into the office in person with appropriate identification if needed. If the individual is unable to come into the office we will accept a letter, original or faxed, signed by the ratepayer requesting the information required and authorizing the release of that information to another person.
2. This service will be provided at no fee.
3. Staff can advise that the roll book is a public document and is available for viewing and that our tax rates are posted on-line, however; the individual would need to come to the office to view the tax roll. It is not up to staff to locate the information or to provide the calculation.
4. Lawyers, or others, acting on behalf of the property owner making requests for the amount of taxes actually owing on any property will have to make a formal request for a tax certificate accompanied by the fee of \$25.
5. Individuals other than lawyers will have to provide staff with written authorization to obtain personal information.