Chapter 123, Section 2721 requires that personal information Division of Motor Vehicles’ records be closed to the public. This refers to photos, social security numbers, drivers license numbers, names, addresses, telephone numbers and medical information.

**General Purpose:** Division of motor vehicle, and any officer, employee or contractor, therefore, shall not knowingly disclose or otherwise make available to any person or entity personal information about any individual obtained by the division in connection with a motor vehicle record.

**Permissible Uses:** Personal information SHALL be disclosed 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 and dealers by motor vehicle manufacturers  
E. Removal of non-owner records from the original owners if motor vehicle manufacturers to carry out purpose of the Automobile Information Act, the Motor Vehicle Information and Cost Saving Act, the National Traffic and Motor Safety Act of 1966, the Anti-Car Theft Act of 1992 and the Clean Air Act.

**Exceptions:** Personal information MAY be released for the following reasons: (List qualifying number on reverse)

1. For use by any government agency, or any private person or entity acting on behalf of a Federal, State, or local agency in carrying out its functions.
   
   Private entity acting on behalf of __________________________________________________

2. For use in matters of motor vehicle or driver safety and theft, motor vehicle emissions, motor vehicle product alterations, recalls or advisories, performance monitoring of motor vehicles, motor vehicle parts and dealers, motor vehicle market research activities, including survey research, and 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, but only:
   a. To verify accuracy of personal information
   b. To obtain correct information, but only for purposes of:
      1. Preventing fraud by the individual
      2. Pursuing legal remedies against the individual
      3. Recovering on a debt or security interest against the individual

4. For use in connection with any civil, criminal, administrative, or arbitrate proceeding in any Federal, State or local court or agency (includes the execution or enforcement of judgments and orders or court orders)

5. For use in research activities and statistical reports
   a. Personal information **must not** be:
      1. Published
      2. Redisclosed
      3. Used to contact individuals

6. For use by insurance companies in connection with claims investigation, antifraud activities, rating or underwriting.

7. For use in providing notice to owners of towed or impounded vehicles

8. For use by private investigators or licensed security service License number: ______________________________

9. For use by employer to verify information regarding CDL

10. For use in connection with private toll facilities

11. For any other use if person has opportunity to refuse disclosure on DMV forms (Prohibited by NC General Statute 20-43.1).

12. For bulk surveys, marketing or solicitations (Disclosure must be in accordance with N.C. General Statute 20-43.1).

13. For use by any requester that has obtained written consent of the individual to whom the information pertains.

14. For any 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.