Consent for Email Notification

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Lead Role: Administration Replaces: n/a

Last Review Date: February 20, 2024 Next Review Date: February 2027

Policy Statement

This policy outlines the manner in which email notification may be provided to residents of the Village of Frobisher ("Village") in an efficient and cost-effective manner. Email notification is an individual preference and will only be implemented upon receipt of an Email Consent Form.

Guidelines

1) This policy pertains to emails which are sent for resident's accounts held with the Village and may include, taxes, utilities, accounts receivable, and receipts.

2) Those who do not wish to receive any of the above-mentioned items via email will continue to receive notices via regular mail.

Procedures

Enrollment and Set-up

1) Village residents can request to receive specific municipal notices via email by completing the attached Form A.

2) Upon receipt of the completed Form A, Village Administration will update the resident's preferences in the corresponding municipal software program.

3) Form A will be filed digitally as an attachment on the enrollee's customer card in the municipal software program and as part of the Village's general filing in a folder labeled, Email Consent Enrollment.

Discontinuation and Unenrollment

1) Should a Village resident wish to discontinue notification via email they must give notice in writing. The notification can be delivered in person, by letter mail, or email.

2) Upon receipt of the notification for unenrollment Village Administration will update the selected preferences in the corresponding software program.

3) The written consent will be filed digitally as an attachment on the enrollee's customer card in the municipal software program and then stapled to the initial Form A and transferred to a folder labeled, Email Consent Unenrollment.

FORM A

EMAIL CONSENT FORM

The Village of Frobisher offers residents the opportunity to receive certain municipal notices as attachments in an email rather than via regular mail. This service applies to receipts for payment, utility account notices, and taxation notices. Residents are able to customize email notifications to best suit their personal preferences.

The Village of Frobisher will use reasonable means to protect the security and confidentiality of email information sent and received. However, there are always risks involved and the municipality cannot guarantee the security and confidentiality of email communication and will not be held liable for improper disclosure of confidential information. For this reason, the customer must consent to the use of email for delivery of municipal notices.

Consent to the use of email for the delivery of municipal notices includes agreement with the following:

1) Failure to receive an e-mailed municipal notice does not release me from my responsibility to pay any charges specified on the notice nor any penalties which may be incurred by the late payment.

2) I will inform the Village of Frobisher of any change in my e-mail address as soon as possible to prevent the misdirection of notices and reduce the risk of non-delivery of a notice(s).

3) I may withdraw from email delivery at any time. To unenroll I will inform the Village of Frobisher of my wishes in writing and all notices which were previously e-mailed to me will be sent by regular mail.

CUSTOMER ACKNOWLEDGEMENT AND CONSENT

Name: _____

Phone: _____ (Home) _____ (Cell)

Mailing Address: _____

Email Address: _____

I acknowledge that I have read and fully understand this document and consent to delivery of the municipal notices selected below from the Village of Frobisher via email.

☐ Tax Notices ☐ Utility Notices ☐ Receipts

Signature: _____ Date: _____

Please return this signed form to the Village of Frobisher via email, regular mail, or hand-delivery to the office. Afterhours drop-off can be completed via the mail slot in the office front door.