

# Supreme Court of Canada Rules on Production of Discharge Statements and Privacy Implications

November 23, 2016

The Supreme Court of Canada's decision in [Royal Bank of Canada v. Trang](#), ("Trang") reviewed the obligations of financial institutions to preserve personal information and clarified when disclosure of personal information without consent will be permitted.

## Background

In April 2008, the Royal Bank of Canada ("RBC") loaned Phat and Phuong Trang approximately \$35,000. The Trangs defaulted on the loan, and RBC obtained a judgment against them. RBC filed a writ of seizure and sale with the sheriff in order to collect. The sheriff refused to sell the Trang's property without first obtaining a mortgage discharge statement from Scotiabank, which held the first mortgage on the property. Scotiabank took the position that they could not produce the statement without the consent of the Trangs, as it contained their personal information protected under the [Personal Information Protection and Electronic Documents Act](#) ("PIPEDA"). The [Court of Appeal for Ontario](#) agreed that the discharge statement contained personal information and could not be disclosed without consent. According to the Court of Appeal, lenders in the position of RBC would either have to obtain consent to disclosure as a term of their loan agreements, or return to court and apply for a separate order under rule 60.18(6)(a) of the [Rules of Civil Procedure](#) to examine a representative of the mortgagor.

## SCC Decision

The Supreme Court reversed this result, and ordered Scotiabank to produce the mortgage discharge statement to RBC. The Court reached this result on two separate grounds. First, the Court held that an order sought by a judgment creditor constitutes an "order made by a court" pursuant to s. 7(3)(c) of PIPEDA, and that such an order permitted Scotiabank to produce the discharge statement without the consent of the parties. The Court concluded that it would be "overly formalistic and detrimental to access to justice" to find otherwise and insist that RBC return to court in a second proceeding to obtain the discharge statement. Where a party has obtained a judgment

in their favour, an order requiring disclosure can be made if the debtor either fails to respond to a written request that they sign a form consenting to the provision of the mortgage discharge statement to the creditor, or fails to attend a single judgment debtor exam.

A creditor who has obtained a judgment, filed a writ of seizure and sale, and completed one of these two steps has proven its claim and provided adequate notice of its intention to realize.

Second, the Supreme Court accepted that the Trangs impliedly consented to the **disclosure of the mortgage discharge statement**. Justice Côté adopted a contextual and purposive approach that considered the reasonable expectations of the parties. The Court considered that the full amount of the mortgage, as well as the interest rate and payment periods, were already registered electronically on title in the public domain. Its public availability rendered this financial information less sensitive. It was also relevant that RBC sought the information to exercise an established legal right, and not merely out of curiosity. As well, the Supreme Court accepted that "a reasonable person expects that a creditor will be able to obtain the information necessary to realize on its legal rights." Weighing these contextual factors, they concluded that the Trangs impliedly consented to disclosure of the discharge statement when they mortgaged the property.

## Implications of the Decision

This decision has considerable implications for creditors and third party lenders. There is a strong suggestion that debtors should not be able to use data protection laws (such as PIPEDA) to frustrate the ability of creditors to realize amounts owing. Organizations will be able to disclose information provided that the context of the transactions, the sensitivity of the information, and the reasonable and legitimate interests of all involved parties support the existence of implied consent.

This result may also streamline the process of execution and realization of debts as creditors may be able to obtain necessary information from third parties, such as discharge statements, without re-attending court to obtain separate orders. Overall, this Supreme Court holding should facilitate the collection of debts by successful judgment creditors, who now have a more practical and less expensive path to enforcement.

By

[Kevin Mailloux](#), [Calvin Hancock](#), [Mathieu Lévesque](#)

Expertise

[Banking & Financial Services](#)

## BLG | Canada's Law Firm

As the largest, truly full-service Canadian law firm, Borden Ladner Gervais LLP (BLG) delivers practical legal advice for domestic and international clients across more practices and industries than any Canadian firm. With over 725 lawyers, intellectual property agents and other professionals, BLG serves the legal needs of businesses and institutions across Canada and beyond – from M&A and capital markets, to disputes, financing, and trademark & patent registration.

[blg.com](http://blg.com)

## BLG Offices

### Calgary

Centennial Place, East Tower  
520 3rd Avenue S.W.  
Calgary, AB, Canada  
T2P 0R3

T 403.232.9500  
F 403.266.1395

### Ottawa

World Exchange Plaza  
100 Queen Street  
Ottawa, ON, Canada  
K1P 1J9

T 613.237.5160  
F 613.230.8842

### Vancouver

1200 Waterfront Centre  
200 Burrard Street  
Vancouver, BC, Canada  
V7X 1T2

T 604.687.5744  
F 604.687.1415

### Montréal

1000 De La Gauchetière Street West  
Suite 900  
Montréal, QC, Canada  
H3B 5H4

T 514.954.2555  
F 514.879.9015

### Toronto

Bay Adelaide Centre, East Tower  
22 Adelaide Street West  
Toronto, ON, Canada  
M5H 4E3

T 416.367.6000  
F 416.367.6749

The information contained herein is of a general nature and is not intended to constitute legal advice, a complete statement of the law, or an opinion on any subject. No one should act upon it or refrain from acting without a thorough examination of the law after the facts of a specific situation are considered. You are urged to consult your legal adviser in cases of specific questions or concerns. BLG does not warrant or guarantee the accuracy, currency or completeness of this publication. No part of this publication may be reproduced without prior written permission of Borden Ladner Gervais LLP. If this publication was sent to you by BLG and you do not wish to receive further publications from BLG, you may ask to remove your contact information from our mailing lists by emailing [unsubscribe@blg.com](mailto:unsubscribe@blg.com) or manage your subscription preferences at [blg.com/MyPreferences](http://blg.com/MyPreferences). If you feel you have received this message in error please contact [communications@blg.com](mailto:communications@blg.com). BLG's privacy policy for publications may be found at [blg.com/en/privacy](http://blg.com/en/privacy).

© 2025 Borden Ladner Gervais LLP. Borden Ladner Gervais LLP is an Ontario Limited Liability Partnership.