

## Retention and Classification Report

**Agency:** Department of Commerce. Division of Consumer Protection (212)

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**Records Officer:** \_\_\_\_\_

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**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 11260

3

**TITLE:** Advisory board accessioned records

**DATES:** 1983-1989.

**ARRANGEMENT:** None

**DESCRIPTION:**

The accessioned records of the advisory board include minutes, 1984-1988 (probably series number 01495); board application/nomination forms; appointment letters; resumes; personnel forms (DPM-33, notice of payroll/personnel action; DPM-34, profile/events); travel reimbursement record, 1986-1989; correspondence, 1983-1988; monthly caseload summaries, 1985-1988; bylaws, 1984, 1985; creating legislation, 1985; proposal for advisory committee; criteria for handling complaints; and press releases, 1984.

**RETENTION:**

Permanent. Retain for 6 year(s)

**DISPOSITION:**

Transfer to Archives.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series is authorized by Archives general schedule Open meeting minutes & supplementary materials, GRS-1709.

**AUTHORIZED:** 10-28-2020

**FORMAT MANAGEMENT:**

Paper: Retain in Office for 1 year and then transfer to State Records Center. Retain in State Records Center for 5 years and then transfer to State Archives with authority to weed.

**APPRAISAL:**

These records have administrative, and/or historical value(s). This disposition is based on the 1997 General Retention Schedule, Schedule 1, Item 38, and on the administrative needs expressed by the agency.

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 11260

**TITLE:** Advisory board accessioned records

(continued)

**PRIMARY DESIGNATION:**

Private

**SECONDARY DESIGNATION(S):**

Public. UCA 63G-2-301 (2008)

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 9243

3

**TITLE:** Business opportunity disclosure records

**DATES:** 1979-

**ARRANGEMENT:** Alphabetical by company name

**ANNUAL ACCUMULATION:** 6.00 cubic feet.

**DESCRIPTION:**

The Division of Consumer Protection administers the Business Opportunity Disclosure Act and documents the assisted marketing plans of sellers (Utah Code 13-15-4(1)(2010)). Records document the annual plan submissions and exemption filings, which may include applications, company financial statements, individual disclosure statements, progress notes, annual reports, legal orders, notices of exemption, and related correspondence.

**RETENTION:**

Retain for 10 year(s)

**DISPOSITION:**

Destroy.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series were specifically approved by the State Records Committee.

**APPROVED:** 07/1989

**FORMAT MANAGEMENT:**

Paper: For records beginning in 2017 and continuing to the present. Retain in Office until end of the calendar year and then destroy.

Computer data files: Retain in Office for 10 years and then delete.

Paper: For records prior to and including 2016. Retain in Office until end of calendar year and then transfer to State Records Center. Retain in State Records Center for 10 years and then destroy.

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 9243

**TITLE:** Business opportunity disclosure records

(continued)

**APPRAISAL:**

These records have administrative, and/or fiscal value(s).

**RETENTION JUSTIFICATION:**

Utah Code 13-15 (2010) specifies that documentation is required for these disclosure files.

**PRIMARY DESIGNATION:**

Public

**REVIEW AND UPDATE STATUS:**

This report was reviewed and updated on 12/2016.

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 30291

3

**TITLE:** Case file evidence

**DATES:** 2016-

**ARRANGEMENT:** Numerical by case number.

**DESCRIPTION:**

The Division of Consumer Protection administers and enforces legislative acts created to protect consumers' interests (Utah Code 13-2-1(2)(2015)). These records document complaints filed with the Division against companies and individuals, and resulting investigations, and may include complaint planning/tracking records, financial documentation, case notes, photographs, video recordings, and records related to violations, final actions, and advice given to consumers. This does not include core case information described in a separate retention schedule.

**RETENTION:**

Retain for 10 year(s) after case is closed

**DISPOSITION:**

Destroy.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series is authorized by Archives general schedule Escaped inmate case files, GRS-2224.

**AUTHORIZED:** 10-01-2000

**FORMAT MANAGEMENT:**

Computer data files: Retain in Office for 10 years after case is closed and then delete.

Paper: Retain in Office for 2 years and then transfer to State Records Center. Retain in State Records Center for 8 years and then destroy.

**APPRAISAL:**

These records have administrative, and/or legal value(s).

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 30291

**TITLE:** Case file evidence

(continued)

**PRIMARY DESIGNATION:**

Protected Utah Code 63G-2-305(10)(2021), 63G-2-305(21)

**SECONDARY DESIGNATION(S):**

Private. Utah Code 63G-2-302(2)(d)(2021)

Exempt. Utah Code 63G-2-201(3)(b)(2019), 13-11-7(2)(1987)



**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 9248

3

**TITLE:** Charitable organization records

**DATES:** i 1987-

**ARRANGEMENT:** Alphabetical by company name.

**DESCRIPTION:**

The Division of Consumer Protection administers and enforces the Charitable Solicitations Act (Utah Code 13-22-2(2017)). Records document the charitable organizations that have registered to solicit contributions (Utah Code 13-22-6(2015)) and include applications and registration documents, as well as the organization's articles of incorporation, bylaws, audit reports, financial disclosures, annual reports, and fund-raising plans.

**RETENTION:**

Permanent. Retain for 10 year(s)

**DISPOSITION:**

Transfer to Archives.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series were specifically approved by the State Records Committee.

**APPROVED:** 08/2017

**FORMAT MANAGEMENT:**

Paper: Retain in Office until end of the calendar year and then transfer to State Records Center. Retain in State Records Center for 10 years and then transfer to State Archives with authority to weed.

Computer data files: Retain in Office for 10 years and then transfer to State Archives with authority to weed.

**APPRAISAL:**

These records have administrative, fiscal, and/or historical value(s). These records document the types of causes for which people raise and donate money and they demonstrate the effort that the government makes to protect its citizens from being defrauded.

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 9248

**TITLE:** Charitable organization records

(continued)

**PRIMARY DESIGNATION:**

Public

**SECONDARY DESIGNATION(S):**

Exempt. Utah Code 63G-2-201(3)(b)(2017)

**REVIEW AND UPDATE STATUS:**

This report was reviewed and updated on 08/2017.

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 29146

3

**TITLE:** Closed postsecondary school student records

**DATES:** 2017-

**ARRANGEMENT:** Alphabetical by school name, thereunder alphabetical by student name.

**DESCRIPTION:**

These records support the agency's function to protect students of both accredited postsecondary schools authorized by the Division to operate in Utah, as well as non-accredited postsecondary proprietary schools registered with the Division. These are student records retained by the Division upon closure of a school, in accordance with Utah Code 13-34a-207(2017) for authorized schools, and Utah Code 13-34-109(2002) for registered schools. Records include student transcripts, and may also include enrollment agreements, financial information, course description, credits completed, and other data pertinent to students' attendance at the school.

**RETENTION:**

Retain for 60 year(s)

**DISPOSITION:**

Destroy.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series were specifically approved by the State Records Committee.

**APPROVED:** 09/2017

**FORMAT MANAGEMENT:**

Paper: Retain in Office until end of calendar year and then transfer to State Records Center. Retain in State Records Center for 60 years and then destroy.

**APPRAISAL:**

These records have administrative value(s).

**RETENTION JUSTIFICATION:**

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 29146

**TITLE:** Closed postsecondary school student records

(continued)

Retention for this series is based on Utah Administrative Code R152-34a-302(1)(d)(i)(2017), which states that postsecondary schools which hold a certificate of authorization shall maintain each student's transcript for a period of 60 years from the student's last attendance.

**PRIMARY DESIGNATION:**

Exempt 34 CFR Part 99 (2017)

**REVIEW AND UPDATE STATUS:**

This report was reviewed and updated on 09/2017.

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 9245

3

**TITLE:** Complaint case files

**DATES:** 1983-

**ARRANGEMENT:** Alphabetical by company name, thereunder chronological by year.

**ANNUAL ACCUMULATION:** 1.00 cubic foot.

**DESCRIPTION:**

The Division of Consumer Protection administers and enforces legislative acts created to protect consumers' interests (Utah Code 13-2-1(2)(2015)). These records document complaints filed with the Division against companies and resulting investigations, and may include complaint planning/tracking records, financial documentation, case notes, photographs, and records related to violations, final actions, and advice given to consumers. This does not include core case information, which is in a separate series (Core case information) beginning in 2022.

**RETENTION:**

Retain for 7 year(s)

**DISPOSITION:**

Destroy.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series is authorized by Archives general schedule Investigation records, GRS-1733.

**AUTHORIZED:** 03-21-2018

**FORMAT MANAGEMENT:**

Paper: Retain in Office for 1 year after after case is closed and then transfer to State Records Center. Retain in State Records Center for 6 years and then destroy.

Computer data files: Retain in Office for 7 years after case if closed and then delete.

Microfilm duplicate: For records prior to and including 2016. Retain in State Records Center for 7 years and then destroy.

Microfilm master: For records prior to and including 2016. Retain in State Records Center for 7 years and then destroy.

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 9245

**TITLE:** Complaint case files

(continued)

**APPRAISAL:**

These records have administrative, and/or fiscal value(s).

**PRIMARY DESIGNATION:**

Protected Utah Code 63G-2-305(10)(2015)

**SECONDARY DESIGNATION(S):**

Public

**REVIEW AND UPDATE STATUS:**

This report was reviewed and updated on 06/2017.

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 310

4

**TITLE:** Consumer alert newsletter

**DATES:** i 1979-1985.

**ARRANGEMENT:** Chronological.

**DESCRIPTION:**

The Consumer Alert Newsletter is produced by the Division of Consumer Protection to educate the public on various consumer protection issues. Included are articles on how to avoid problems, announcements of conferences and seminars, and issues related to consumer protection needs. Exact frequency of publication appears to be arbitrary.

**RETENTION:**

Permanent. Retain for 1 year(s)

**DISPOSITION:**

Transfer to Archives.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series is authorized by Archives general schedule Publications, GRS-1678.

**AUTHORIZED:** 10-30-2018

**FORMAT MANAGEMENT:**

Paper: Retain in State Archives permanently with authority to weed.

**APPRAISAL:**

These records have administrative, and/or historical value(s). This disposition is based on the secondary historical value to researchers interested in consumer affairs issues and the needs expressed by the agency.

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 310

**TITLE:** Consumer alert newsletter

(continued)

**PRIMARY DESIGNATION:**

Public

**REVIEW AND UPDATE STATUS:**

This report was reviewed and updated on 06/2018.



**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 83947

4

**TITLE:** Consumer alert press releases

**DATES:** 2013.

**ARRANGEMENT:** Chronological by date.

**DESCRIPTION:**

These files document press releases on current consumer products and business practices which focus on fraud cases.

**RETENTION AND DISPOSITION AUTHORIZATION:**

These records are in Archives' permanent custody.

**FORMAT MANAGEMENT:**

Paper: Retain in State Archives permanently with authority to weed.

**APPRAISAL:**

These records have administrative, and/or historical value(s). This disposition is based on the secondary historical value to researchers interested in consumer protection issues and the needs expressed by the agency.

**PRIMARY DESIGNATION:**

Public

**REVIEW AND UPDATE STATUS:**

This report was reviewed and updated on 04/2017.

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 83946

4

**TITLE:** Consumer protection information

**DATES:** i 1983-1986.

**ARRANGEMENT:** Chronological.

**DESCRIPTION:**

These pamphlets are produced by the Division of Consumer Affairs to educate the public on its rights and responsibilities. Included is information on business practices, consumer protection, and the responsibilities in business transactions. Any necessary legal information is also included.

**RETENTION AND DISPOSITION AUTHORIZATION:**

These records are in Archives' permanent custody.

**FORMAT MANAGEMENT:**

Paper: Retain in State Archives permanently with authority to weed.

**APPRAISAL:**

These records have administrative, and/or historical value(s). This disposition is based on the secondary historical value to researchers interested in consumer protection issues and the needs expressed by the agency.

**PRIMARY DESIGNATION:**

Public

**REVIEW AND UPDATE STATUS:**

This report was reviewed and updated on 09/2015.

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 30292

3

**TITLE:** Core case information

**DATES:** 2016-

**ARRANGEMENT:** Numerical by case number.

**DESCRIPTION:**

The Division of Consumer Protection administers and enforces legislative acts created to protect consumers' interests (Utah Code 13-2-1(2)(2015)). These records document complaints filed with the Division against companies and individuals, and resulting investigations, and include identifying information for complainants and respondents, investigator case notes, records of legal actions taken, and amounts paid in settlements or penalties. These records are generally maintained in a case management system. This does not include case file evidence which is described in a separate retention schedule.

**RETENTION:**

Retain for 25 year(s) after case is closed

**DISPOSITION:**

Destroy.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series were specifically approved by the Records Management Committee.

**APPROVED:** 11/2024

**FORMAT MANAGEMENT:**

Computer data files: Retain in Office for 25 years after case is closed and then delete.

**APPRAISAL:**

These records have administrative value(s).  
Agency needs to retain core complaint case file information for 25 years to refer to historical actions in the case of new complaints.

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 30292

**TITLE:** Core case information

(continued)

**PRIMARY DESIGNATION:**

Protected Utah Code 63G-2-305(10)(2021), 63G-2-305(21)

**SECONDARY DESIGNATION(S):**

Private. Utah Code 63G-2-302(2)(d)(2021)

Exempt. Utah Code 63G-2-201(3)(b)(2019), 13-11-7(2)(1987)

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 11775

3

**TITLE:** Credit service organization registration records

**DATES:** 1991-

**ARRANGEMENT:** Alphabetical by company name

**ANNUAL ACCUMULATION:** 0.50 cubic feet.

**DESCRIPTION:**

The Division of Consumer Protection administers and enforces the Credit Services Organizations Act (Utah Code 13-2-1(2)(2015)). Records document the registration, performance bonds, and letters of credit required for credit services organizations to do business in Utah (Utah Code 13-21-3.5 and 4(1994)). Records may include applications, investigative notes, and copies of business licenses, articles of incorporation, and other records required for registration.

**RETENTION:**

Retain for 10 year(s)

**DISPOSITION:**

Destroy.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series were specifically approved by the State Records Committee.

**APPROVED:** 02/2017

**FORMAT MANAGEMENT:**

Paper: Retain in Office until end of calendar year and then transfer to State Records Center. Retain in State Records Center for 10 years and then destroy.

Computer data files: Retain in Office for 10 years and then delete.

**APPRAISAL:**

These records have administrative value(s).

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 11775

**TITLE:** Credit service organization registration records

(continued)

**PRIMARY DESIGNATION:**

Public

**REVIEW AND UPDATE STATUS:**

This report was reviewed and updated on 02/2017.

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 27749

3

**TITLE:** Debt management services application records

**DATES:** 2007-

**ARRANGEMENT:** alphabetical by name

**DESCRIPTION:**

The Division of Consumer Protection administers and enforces the Uniform Debt Management Services Act (Utah Code 13-2-1(2)(2015)). Records document the registration required to provide debt-management services in Utah (Utah Code 13-42 (2006)). Records may include debt management company applications, articles of incorporation, financial statements, insurance policies, employee resumes, background checks, client contracts, educational materials, and the company's non-profit, tax exempt (501(c)(3)) documentation.

**RETENTION:**

Retain for 10 year(s)

**DISPOSITION:**

Destroy.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series were specifically approved by the State Records Committee.

**APPROVED:** 10/2011

**FORMAT MANAGEMENT:**

Paper: Retain in Office until the end of the calendar year and then transfer to State Records Center. Retain in State Records Center for 10 years and then destroy.

Computer data files: Retain in Office for 10 years and then delete.

**APPRAISAL:**

These records have administrative value(s).

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 27749

**TITLE:** Debt management services application records

(continued)

**PRIMARY DESIGNATION:**

Public

**REVIEW AND UPDATE STATUS:**

This report was reviewed and updated on 12/2016.



**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 12373

3

**TITLE:** Enforcement files

**DATES:** 1993-2013.

**ARRANGEMENT:** Alphabetical by surname

**DESCRIPTION:**

These records document the final disposition of cases investigated by the Division of Consumer Protection. These records are not complete legal files but final dispositions of investigations undertaken by the division. The complete legal case is filed under series 9246. These records are created by the division's legal counsel and are used to monitor compliance and/or further violations. Information includes assurances of voluntary compliance, stipulations, agreements, final actions, investigation information and notes.

**RETENTION:**

Retain permanently

**DISPOSITION:**

May Transfer to Archives.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series were specifically approved by the State Records Committee.

**APPROVED:** 12/1993

**FORMAT MANAGEMENT:**

Paper: Retain in Office permanently.

**APPRAISAL:**

These records have administrative value(s).  
This disposition is based on the administrative needs expressed by the agency.

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 12373

**TITLE:** Enforcement files

(continued)

**PRIMARY DESIGNATION:**

Private

**SECONDARY DESIGNATION(S):**

Protected. Attorney work product

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 1478

1

**TITLE:** Executive correspondence

**DATES:** 1984-2013.

**ARRANGEMENT:** Alphabetical by subject.

**DESCRIPTION:**

Records not duplicated elsewhere that document how the office is organized and how it functions, its pattern of action, its policies, procedures and achievements.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series is proposed and has not yet been approved.

**FORMAT MANAGEMENT:**

Paper: Retain in Office for 1 year and then transfer to State Archives with authority to weed.

**APPRAISAL:**

These records have historical value(s).

Disposition based on the value of these records in documenting agency achievements, policies, programs, and function.

**PRIMARY DESIGNATION:**

Public

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 84037

3

**TITLE:** Health spa bond and letter of credit records

**DATES:** i 1987-

**ARRANGEMENT:** Alphabetical by company name

**ANNUAL ACCUMULATION:** 1.00 cubic foot.

**DESCRIPTION:**

The Division of Consumer Protection administers and enforces the Health Spa Services Protection Act (Utah Code 13-2-1(2)(2015)). Records document the registration, performance bonds, and letters of credit required for health spas to do business in Utah (Utah Code 13-23-5 (2014)). Records may include complaints and related correspondence.

**RETENTION:**

Retain for 10 year(s)

**DISPOSITION:**

Destroy.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series were specifically approved by the State Records Committee.

**APPROVED:** 02/2017

**FORMAT MANAGEMENT:**

Paper: Retain in Office until until end of fiscal year and then transfer to State Records Center. Retain in State Records Center for 10 years and then destroy.

Computer data files: Retain in Office for 10 years and then delete.

**APPRAISAL:**

These records have administrative value(s).

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 84037

**TITLE:** Health spa bond and letter of credit records

(continued)

**PRIMARY DESIGNATION:**

Public

**REVIEW AND UPDATE STATUS:**

This report was reviewed and updated on 02/2017.

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 1488

3

**TITLE:** Housekeeping correspondence

**DATES:** 1988-

**ARRANGEMENT:** Alphabetical by subject.

**DESCRIPTION:**

Records that are general in nature and do not relate directly to primary program responsibilities of an office or agency. Letters of appreciation, congratulations, charity fund, parking assignments, etc.

**RETENTION:**

Retain for 2 year(s)

**DISPOSITION:**

Destroy.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series is authorized by Archives general schedule Transitory correspondence, GRS-1759.

**AUTHORIZED:** 11-30-2018

**FORMAT MANAGEMENT:**

Paper: Retain in Office until administrative value has been met and then transfer to State Records Center. Retain in State Records Center for 2 years and then destroy.

**APPRAISAL:**

These records have administrative value(s).

**PRIMARY DESIGNATION:**

Public

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 28773

3

**TITLE:** Immigration consultant registration records

**DATES:** 2012-

**ARRANGEMENT:**

**DESCRIPTION:**

These records support the agency's function to register all consultants who receive compensation for providing nonlegal advice regarding immigration issues. This does not include those authorized to practice law or represent in federal processes. (Utah Code 13-49-201(2015)). Records include applications, contracts, service price lists, and any records related to the review and approval of a consultant's status.

**RETENTION:**

Retain for 10 year(s)

**DISPOSITION:**

Destroy.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series were specifically approved by the State Records Committee.

**APPROVED:** 01/2016

**FORMAT MANAGEMENT:**

Paper: Retain in Office until the end of the calendar year. and then transfer to State Records Center. Retain in State Records Center for 10 years and then destroy.

Computer data files: Retain in Office for 10 years and then delete.

**APPRAISAL:**

These records have administrative value(s).

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 28773

**TITLE:** Immigration consultant registration records

(continued)

**PRIMARY DESIGNATION:**

Public

**REVIEW AND UPDATE STATUS:**

This report was reviewed and updated on 12/2016.



**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 84039

3

**TITLE:** Inquiry case files

**DATES:** 2013-2016.

**ARRANGEMENT:** Alphabetical by company name.

**DESCRIPTION:**

These files document information and general statements sent to the division anonymously by a consumer proposing that a company be investigated. If the company is investigated by the division and allegations can be substantiated, then a complaint file is opened and this information transferred into it. Information includes correspondence and investigative information.

**RETENTION:**

Retain for 1 year(s)

**DISPOSITION:**

Destroy.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series were specifically approved by the State Records Committee.

**APPROVED:** 07/1989

**FORMAT MANAGEMENT:**

Paper: Retain in Office for 1 year and then destroy.

**APPRAISAL:**

These records have administrative value(s).

This disposition is based on the needs expressed by the agency.

**PRIMARY DESIGNATION:**

Private

**REVIEW AND UPDATE STATUS:**

This report was reviewed and updated on 01/2017.

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 30126

3

**TITLE:** Internet service provider disclosures

**DATES:** 2018-

**ARRANGEMENT:** Chronological.

**DESCRIPTION:**

Disclosures provided by internet service providers regarding their ability to block content as stipulated under Utah Code 76-10-1230 and 76-10-1231 (2019).

**RETENTION:**

Retain for 10 year(s)

**DISPOSITION:**

Destroy.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series were specifically approved by the State Records Committee.

**APPROVED:** 08/2021

**FORMAT MANAGEMENT:**

Paper: Retain in Office until administrative value has been met and then transfer to State Records Center. Retain in State Records Center for 10 years and then destroy.

**APPRAISAL:**

These records have administrative value(s).

These disclosures are collected every other year. The agency has determined that a 10 year total retention (8 years after superseded) establishes a sufficient length of time for auditing and review purposes.

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 30126

**TITLE:** Internet service provider disclosures

(continued)

**PRIMARY DESIGNATION:**

Public

Utah Code 63G-2-201(2)

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 30944

3

**TITLE:** Lawyer referral consultants registration records

**DATES:** 2024-

**ARRANGEMENT:** Alphanumerical by license number

**DESCRIPTION:**

These records support the agency's function to register all consultants who engage in a lawyer referral service for compensation (Utah Code 13-68-101(7)). A lawyer referral service means assisting a person to find an attorney or law firm that provides legal services in the legal field appropriate for the person's legal matter. Records may include annual application form, consent to a fingerprint criminal background check by the Bureau of Criminal Identification, bond in the amount of \$50,000 and a written contract.

**RETENTION:**

Retain for 10 year(s)

**DISPOSITION:**

Destroy.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series were specifically approved by the Records Management Committee.

**APPROVED:** 11/2024

**FORMAT MANAGEMENT:**

Computer data files: Retain in Office for 10 years and then delete.

**APPRAISAL:**

These records have administrative, and/or legal value(s).

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 30944

**TITLE:** Lawyer referral consultants registration records

(continued)

**PRIMARY DESIGNATION:**

Public

Utah Code 63G-2-301

**SECONDARY DESIGNATION(S):**

Protected.

Utah Code 63G-2-305(2)

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 9246

3

**TITLE:** Legal case files

**DATES:** i 1980-

**ARRANGEMENT:** Alphabetical by company name

**ANNUAL ACCUMULATION:** 4.00 cubic feet.

**DESCRIPTION:**

These files document information and legal records necessary to prosecute cases. The court case is tried by the State Attorney General's office, a private attorney, or the division's adjudicative hearing judge. Further civil action can be taken if the plaintiff does not agree with the decision. Information includes complaints, case summaries, supplemental reports, action checklists, investigative reports and notes, legal papers, affidavits, depositions, findings of fact, conclusions of law, summons, judgments, orders, and correspondence. Some files may also contain exhibits, but these are limited to photocopies of contracts, checks, receipts, invoices, and newspaper advertisements.

**RETENTION:**

Permanent. Retain for 15 year(s)

**DISPOSITION:**

Transfer to Archives.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series were specifically approved by the State Records Committee.

**APPROVED:** 11/2001

**FORMAT MANAGEMENT:**

Paper: Retain in Office until scanned and quality checked and then transfer to State Records Center. Retain in State Records Center for 15 years and then transfer to State Archives with authority to weed.

Computer data files: Retain in Office for 15 years and then transfer to State Archives with authority to weed.

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 9246

**TITLE:** Legal case files

(continued)

**APPRAISAL:**

These records have administrative, and/or legal value(s).

These records have legal and administrative value to the department.

**PRIMARY DESIGNATION:**

Protected

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 30942

3

**TITLE:** Maintenance funding provider registration records

**DATES:** 2020-

**ARRANGEMENT:** Alphanumerical by license number

**DESCRIPTION:**

These records support the agency's function to register all maintenance funding providers operating in Utah. A maintenance funding provider means a business entity that engages in the business of legal funding (Utah Code 13-57-102(8)(a)). Records may include annual registration form and the maintenance funding provider's written agreement, and the annual report form.

**RETENTION:**

Retain for 10 year(s)

**DISPOSITION:**

Destroy.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series were specifically approved by the Records Management Committee.

**APPROVED:** 11/2024

**FORMAT MANAGEMENT:**

Computer data files: Retain in Office for 10 years and then delete.

**APPRAISAL:**

These records have administrative, and/or legal value(s).

**PRIMARY DESIGNATION:**

Public Utah Code 63G-2-301



**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 30942

**TITLE:** Maintenance funding provider registration records

(continued)

**SECONDARY DESIGNATION(S):**

Protected. Utah Code 63G-2-305(2)

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 1495

3

**TITLE:** Minutes

**DATES:** 1988-

**ARRANGEMENT:** None

**DESCRIPTION:**

Records created by a committee or conference, including advisory committees, relating to executive establishment, organization, membership, and policy. Includes agenda, meeting minutes, final reports, and related records documenting the accomplishments of official boards and committees. May include audio and video recordings if minutes are not taken.

**RETENTION:**

Permanent. Retain for 1 year(s)

**DISPOSITION:**

Transfer to Archives.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series is authorized by Archives general schedule Open meeting minutes & supplementary materials, GRS-1709.

**AUTHORIZED:** 10-28-2020

**FORMAT MANAGEMENT:**

Paper: Retain in Office for 1 year and then transfer to State Archives with authority to weed.

**APPRAISAL:**

These records have administrative value(s).  
This disposition is based on the administrative needs expressed by the agency.

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 1495

**TITLE:** Minutes

(continued)

**PRIMARY DESIGNATION:**

Public

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 28967

3

**TITLE:** Pawnshop and secondhand business transaction records

**DATES:** 2004-

**ARRANGEMENT:** Database

**DESCRIPTION:**

The Division of Consumer Protection administers the central records repository created under the Pawnshop and Secondhand Merchandise Transaction Information Act (Utah Code 13-32a-105 (2009)). Records document the transactions of pawn and secondhand businesses and coin dealers and identify articles of property pawned or sold to dealers.

**RETENTION:**

Retain for 5 year(s)

**DISPOSITION:**

Destroy.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series were specifically approved by the State Records Committee.

**APPROVED:** 02/2017

**FORMAT MANAGEMENT:**

Computer data files: Retain in Office for 5 years and then delete.

**APPRAISAL:**

These records have administrative value(s).

**PRIMARY DESIGNATION:**

Protected Utah Code 63G-2-305(46)(2015)

**REVIEW AND UPDATE STATUS:**

This report was reviewed and updated on 02/2017.

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 27836

3

**TITLE:** Pawnshop and secondhand merchant registration records

**DATES:** 2005-

**ARRANGEMENT:** Alphabetical by name

**DESCRIPTION:**

The Division of Consumer Protection administers and enforces the Pawnshop and Secondhand Merchandise Transaction Information Act (Utah Code 13-2-1(2)(2015)). Registration records document entities that have access to the central records repository, including pawn and secondhand businesses, coin dealers, and law enforcement agencies (Utah Code 13-32a-105 (2009)).

**RETENTION:**

Retain for 10 year(s)

**DISPOSITION:**

Destroy.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series were specifically approved by the State Records Committee.

**APPROVED:** 02/2017

**FORMAT MANAGEMENT:**

Paper: For records beginning in 2017 and continuing to the present. Retain in Office until end of the calendar year and then destroy.

Computer data files: Retain in Office for 10 years and then delete.

Paper: For records prior to and including 2016. Retain in Office until the end of the calendar year and then transfer to State Records Center. Retain in State Records Center for 10 years and then destroy.

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 27836

**TITLE:** Pawnshop and secondhand merchant registration records

(continued)

**APPRAISAL:**

These records have administrative value(s).

**PRIMARY DESIGNATION:**

Public

**REVIEW AND UPDATE STATUS:**

This report was reviewed and updated on 02/2017.

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 26446

3

**TITLE:** Personal Introduction Services files

**DATES:** 1998-2013.

**ARRANGEMENT:** Alphabetical by name

**DESCRIPTION:**

These records contain information about companies that were licensed under the Personal Introductions Services Act. They contain applications, copies of permits to operate, names of registrants and correspondence between the Division of Consumer Protection and the dating service. These services were regulated by the Department of Commerce, Division of Consumer Protection.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series is authorized by Archives general schedule Legal counsel records, GRS-1721.

**AUTHORIZED:** 06-01-2015

**FORMAT MANAGEMENT:**

Paper: Retain in Office for 1 year and then transfer to State Records Center. Retain in State Records Center for 2 years and then destroy.

**APPRAISAL:**

These records have administrative value(s).

**PRIMARY DESIGNATION:**

Public

**SECONDARY DESIGNATION(S):**

Private. UCA 63G-2-302(2)(d)

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 14274

3

**TITLE:** Policies and procedures manuals

**DATES:** 1992-

**ARRANGEMENT:** Chronological

**ANNUAL ACCUMULATION:** 1.00 cubic foot.

**DESCRIPTION:**

Policies and procedures that govern the operation and administration of various programs within the organization.

**RETENTION:**

Retain permanently

**DISPOSITION:**

May Transfer to Archives.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series is authorized by Archives general schedule Program and policy development records, GRS-1717.

**AUTHORIZED:** 02-26-2020

**FORMAT MANAGEMENT:**

Paper: Retain in Office permanently.

**APPRAISAL:**

These records have administrative value(s).

**PRIMARY DESIGNATION:**

Public



**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 25794

3

**TITLE:** Postsecondary school authorization records

**DATES:** 2003-

**ARRANGEMENT:** Alphabetical by school name, thereunder alphabetical by student name.

**ANNUAL ACCUMULATION:** 3.00 cubic feet.

**DESCRIPTION:**

The Division of Consumer Protection administers and enforces the Utah Postsecondary Proprietary School Act (Utah Code 13-34(2002)) and the Utah Postsecondary School State Authorization Act (Utah Code 13-34a(2014)). Records document the certified registration and authorization of private postsecondary schools that wish to operate, advertise, or recruit students throughout the state. Registration includes school facility and tuition documentation, operational and fiscal history, graduation and enrollment requirements, and other related records.

**RETENTION:**

Retain for 10 year(s)

**DISPOSITION:**

Destroy.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series were specifically approved by the State Records Committee.

**APPROVED:** 02/2017

**FORMAT MANAGEMENT:**

Paper: Retain in Office for 1 month and then transfer to State Records Center. Retain in State Records Center for 10 years and then destroy.

Computer data files: Retain in Office for 10 years and then delete.

**APPRAISAL:**

These records have administrative value(s).

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 25794

**TITLE:** Postsecondary school authorization records

(continued)

**PRIMARY DESIGNATION:**

Public

**REVIEW AND UPDATE STATUS:**

This report was reviewed and updated on 02/2017.

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 84050

3

**TITLE:** Professional fundraiser and professional fundraising counsel or consultant registrations

**DATES:** i 1987-

**ARRANGEMENT:** Alphabetical by company name

**ANNUAL ACCUMULATION:** 1.00 cubic foot.

**DESCRIPTION:**

The Division of Consumer Protection administers and enforces the Charitable Solicitations Disclosure Act (Utah Code 13-2-1(2)(2015)). Records document professional organizations that have registered for permits to solicit contributions for multiple charities (Utah Code 13-22-9(2013)) and include applications and permits, as well as the organization's articles of incorporation, bylaws, audit reports, financial disclosures, annual reports, contracts, and fund-raising plans.

**RETENTION:**

Retain for 10 year(s)

**DISPOSITION:**

Destroy.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series were specifically approved by the State Records Committee.

**APPROVED:** 07/1989

**FORMAT MANAGEMENT:**

Paper: For records beginning in 2017 and continuing to the present. Retain in Office until the end of the calendar year and then destroy.

Computer data files: Retain in Office for 10 years and then delete.

Paper: For records prior to and including 2016. Retain in Office until the end of the calendar year and then transfer to State Records Center. Retain in State Records Center for 10 years and then destroy.

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 84050

**TITLE:** Professional fundraiser and professional fundraising counsel or consultant registrations

(continued)

**APPRAISAL:**

These records have administrative, and/or fiscal value(s).

**PRIMARY DESIGNATION:**

Public

**REVIEW AND UPDATE STATUS:**

This report was reviewed and updated on 12/2016.

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 30941

3

**TITLE:** Residential, vocational and life skills program registration records

**DATES:** 2018-

**ARRANGEMENT:** Alphanumerical by license number

**DESCRIPTION:**

These records support the agency's function to register all residential, vocational and life skills programs operating in Utah. A residential, vocational & life skills program means a program that is operated by a nonprofit corporation, as defined in Utah Code 16-6a-102. See Utah Code 15-53 for program details. Records may include annual registration form, financial statements (possibly credit reports), written disclosure, and proof of insurance.

**RETENTION:**

Retain for 10 year(s)

**DISPOSITION:**

Destroy.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series were specifically approved by the Records Management Committee.

**APPROVED:** 11/2024

**FORMAT MANAGEMENT:**

Computer data files: Retain in Office for 10 years and then delete.

**APPRAISAL:**

These records have administrative, and/or legal value(s).

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 30941

**TITLE:** Residential, vocational and life skills program registration records

(continued)

**PRIMARY DESIGNATION:**

Public

Utah Code 63G-2-301

**SECONDARY DESIGNATION(S):**

Protected.

Utah Code 63G-2-305(2)

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 11776

3

**TITLE:** Telephone solicitation registration records

**DATES:** 1990-

**ARRANGEMENT:** Alphabetical by business name

**ANNUAL ACCUMULATION:** 1.00 cubic foot.

**DESCRIPTION:**

The Division of Consumer Protection administers and enforces the Telephone and Facsimile Solicitation Act and the Telephone Fraud Prevention Act (Utah Code 13-2-1(2)(2015)). Records document the registration, performance bonds, letters of credit, and ongoing monitoring of telemarketing firms, and may include telephone scripts, business licenses, articles of incorporation, completed application forms, and staff investigative notes.

**RETENTION:**

Retain for 10 year(s)

**DISPOSITION:**

Destroy.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series were specifically approved by the State Records Committee.

**APPROVED:** 09/1993

**FORMAT MANAGEMENT:**

Paper: Retain in Office until the end of calendar year and then transfer to State Records Center. Retain in State Records Center for 10 years and then destroy.

Computer data files: Retain in Office for 10 years and then delete.

**APPRAISAL:**

These records have administrative value(s).

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 11776

**TITLE:** Telephone solicitation registration records

(continued)

**PRIMARY DESIGNATION:**

Public

**REVIEW AND UPDATE STATUS:**

This report was reviewed and updated on 12/2016.



**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 1477

3

**TITLE:** Transient vendors receipts

**DATES:** 1988-2013.

**ARRANGEMENT:** Numerical by receipt number

**DESCRIPTION:**

These records document the yellow copies of the State Tax Commission temporary sales tax license and special returns from transient vendors. Information includes name, vendor, address, license number, and tax information.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series is authorized by Archives general schedule State government accounts payable and receivable records, GRS-1854.

**AUTHORIZED:** 02-11-2019

**FORMAT MANAGEMENT:**

Paper copy: Retain in Office for 1 year and then transfer to State Records Center. Retain in State Records Center for 2 years and then destroy.

**APPRAISAL:**

These records have administrative value(s).  
This disposition is based on the administrative needs expressed by the agency.

**PRIMARY DESIGNATION:**

Public

**SECONDARY DESIGNATION(S):**

Private. UCA 63G-2-302 (2008)

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 30943

3

**TITLE:** Transportation network company registration records

**DATES:** 2015-

**ARRANGEMENT:** Alphanumerical by license number

**DESCRIPTION:**

These records support the agency's function to register all Transportation Network Companies. These are companies that use a software application to connect a passenger to a transportation network driver providing transportation network services as defined in Utah Code 51-13-51. Records may include the applicant's identification information, registered agent form, a copy of the method for calculating the fare, discrimination and driver drug or alcohol use policy, insurance policies and an acknowledgement.

**RETENTION:**

Retain for 10 year(s)

**DISPOSITION:**

Destroy.

**RETENTION AND DISPOSITION AUTHORIZATION:**

Retention and disposition for this series were specifically approved by the Records Management Committee.

**APPROVED:** 10/2024

**FORMAT MANAGEMENT:**

Computer data files: Retain in Office for 10 years and then delete.

**APPRAISAL:**

These records have administrative, and/or legal value(s).

**AGENCY:** Department of Commerce. Division of Consumer Protection

**SERIES:** 30943

**TITLE:** Transportation network company registration records

(continued)

**PRIMARY DESIGNATION:**

Public

Utah Code 63G-2-301

**SECONDARY DESIGNATION(S):**

Protected.

Utah Code 63G-2-305(2)