

Retention and Classification Report

Agency: Department of Government Operations. Office of Data Privacy (5180)

Records Officer: _____

31150	Customer request or complaint records
31136	Customer service requests
31069	Data privacy complaint files
31265	Surveys
31139	Training administration records
31471	Training written agreement

AGENCY: Department of Government Operations. Office of Data Privacy

SERIES: 31150

3

TITLE: Customer request or complaint records

DATES: 2025-

ARRANGEMENT: Chronological by date.

DESCRIPTION:

These records document customer complaints or requests for service received and answered by the governmental entity. See Utah Code 63A-19. Records include employee email, email, organization, and messages (free format text). Office of Data Privacy - Privacy Notice The State of Utah ("State," "we," "our," and "us") is committed to protecting the privacy of those individuals we serve. We know your ("you" or "your") personal information is important. We appreciate the trust you place in us when you use our services and provide your personal information via our websites, other technology (such as kiosks), or in hard-copy. As a result, we process the personal information we receive from you responsibly and in accordance with applicable laws and regulations. For purposes of this Privacy Notice, "Personal Information" means any information relating to an identified or identifiable natural living individual that is collected by the website. Please read this Privacy Notice carefully. If you do not agree with this Privacy Notice or any part thereof, or fail to provide the requested information, you should not access or use any part of the website. If you change your mind in the future, you must stop using the website. The consequences of your rejection is that you will have to work with us directly. Operational Information Governmental Entity: Utah Office of Data Privacy officeofdataprivacy@utah.gov 2. Personal Information We Collect We collect the following Personal Information via this Website page: Contact information Any information you decide to provide 3rd Party Data Analytics PLEASE NOTE: Do not provide us with any Personal Information that you do not want made public, and more specifically do not provide us with sensitive Personal Information. 3. Purposes and Uses for Your Personal Information We collect your Personal Information you provide for the following specific purposes: Provide a service We use your Personal Information to: Respond to inquiries or requests made by you To collect data analytics for legitimate interest To coordinate with DTS and ensure the site is secure and aligns with our policies. 4. How We Protect and Share Your Information We take appropriate steps to help ensure the privacy of your Personal Information. Your Personal Information is stored securely and will be shared only with the third parties helping us to provide this website, except where required by law or as described in the Privacy Notice located here. The personal information collected by this page is designated as public and

AGENCY: Department of Government Operations. Office of Data Privacy

SERIES: 31150

TITLE: Customer request or complaint records

(continued)

part of Record Series 5. Your Rights You can request access to, correction of, or additional information regarding your personal information at any time. If you wish to exercise any of these rights, please contact us at: officeofdataprivacy@utah.gov. For more information please refer to our website Privacy Notice located at <https://www.utah.gov/support/privacypolicy.html>.

RETENTION:

Retain for 3 year(s)

DISPOSITION:

Destroy.

RETENTION AND DISPOSITION AUTHORIZATION:

Retention and disposition for this series is authorized by Archives general schedule Customer request or complaint records, GRS-1783.

AUTHORIZED: 08-24-2018

FORMAT MANAGEMENT:

Computer data files: Retain in Office for 3 years and then delete.

APPRAISAL:

These records have administrative value(s).

PRIMARY DESIGNATION:

Public Utah Code 63G-2-201(2) (2023)

AGENCY: Department of Government Operations. Office of Data Privacy

SERIES: 31136

3

TITLE: Customer service requests

DATES: 2025-

ARRANGEMENT: Chronological by date of request.

DESCRIPTION:

The Office of Data Privacy (ODP) may collect the following personal information when someone requests service from our Privacy.Utah.Gov website: Name Email Address Organization (Utah Governmental Entity Name) (if applicable) Provided lists of websites to include in the web scan (if applicable to the website scanning request) Purpose of Collecting Requesters' Information ODP uses the information requesters provide for the following purposes: To respond to inquiries / requests of website scans of requesters' public-facing government websites; or to join our email notification list.

RETENTION:

Retain for 3 year(s) after final action

DISPOSITION:

Destroy.

RETENTION AND DISPOSITION AUTHORIZATION:

Retention and disposition for this series is authorized by Archives general schedule Utility customer account records, GRS-1119.

AUTHORIZED: 07-07-2021

FORMAT MANAGEMENT:

Computer data files: Retain in Office for 3 years after final action and then delete.

APPRAISAL:

These records have administrative value(s).

AGENCY: Department of Government Operations. Office of Data Privacy

SERIES: 31136

TITLE: Customer service requests

(continued)

PRIMARY DESIGNATION:

Public Utah Code 63G-2-201(2) (2023)

SECONDARY DESIGNATION(S):

Protected. Utah Code 63G-2-305(10) (2024)

AGENCY: Department of Government Operations. Office of Data Privacy

SERIES: 31069

3

TITLE: Data privacy complaint files

DATES: 2024-

ARRANGEMENT: Chronological by date.

DESCRIPTION:

These records are related to data privacy complaints submitted to the Data Privacy Ombudsperson. See Utah Code Section 63A-19-501. These records include: the name of the individual who submitted the complaint and the contact information for the complainant; the information described in the complaint and any documentation submitted with the complaint; notes describing the Data Privacy Ombudsperson's efforts to mediate the data privacy dispute; and any correspondence between the Data Privacy Ombudsperson and the individual who submitted the complaint or the governmental entity which is the subject of the complaint.

RETENTION:

Retain for 5 year(s)

DISPOSITION:

Destroy.

RETENTION AND DISPOSITION AUTHORIZATION:

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

APPROVED: 01/2025

FORMAT MANAGEMENT:

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

APPRAISAL:

These records have administrative value(s).

AGENCY: Department of Government Operations. Office of Data Privacy

SERIES: 31069

TITLE: Data privacy complaint files

(continued)

PRIMARY DESIGNATION:

Public Utah Code 63G-2-301

SECONDARY DESIGNATION(S):

Private. Utah Code 63G-2-302(1)(b) and (2)(b,d)

Protected. Utah Code 63G-2-305(10)(d), (11), and (51)

AGENCY: Department of Government Operations. Office of Data Privacy

SERIES: 31265

3

TITLE: Surveys

DATES: 2025-

ARRANGEMENT: Chronological by date.

DESCRIPTION:

Survey records are used to gather and analyze feedback from the public, stakeholders, or government employees. These records help inform policy decisions, improve services, measure program effectiveness, and ensure accountability by capturing data on needs, opinions, and experiences. See Utah Code 63A-19-4. Records include survey participant opinion, IP address, and longitude and latitude of the IP address; may also include survey participant identifiers and contact information.

RETENTION:

Retain for 1 year(s) or until administrative need, whichever is less

DISPOSITION:

Destroy.

RETENTION AND DISPOSITION AUTHORIZATION:

Retention and disposition for this series is authorized by Archives general schedule Transitory tracking records, GRS-1720.

AUTHORIZED: 03-09-2021

FORMAT MANAGEMENT:

Computer data files: Retain in Office for 1 year or until administrative need, whichever is less and then delete.

APPRAISAL:

These records have administrative value(s).

AGENCY: Department of Government Operations. Office of Data Privacy

SERIES: 31265

TITLE: Surveys

(continued)

PRIMARY DESIGNATION:

Public

Utah Code 63G-2-201(2) (2025)

AGENCY: Department of Government Operations. Office of Data Privacy

SERIES: 31139

3

TITLE: Training administration records

DATES: 2025-

ARRANGEMENT: Chronological by date.

DESCRIPTION:

These records document agency planning, operation of training, instructional or outreach courses and events. Information includes curriculum requirements and objectives, program assessments, participation and evaluations, and documents relating to the facilitation of events. See Utah Code 63A-19, Government Data Privacy Act. Information includes employee email, government entity, privacy program level of understanding, jurisdiction, workshop day and time

RETENTION:

Retain for 6 year(s)

DISPOSITION:

Destroy.

RETENTION AND DISPOSITION AUTHORIZATION:

Retention and disposition for this series is authorized by Archives general schedule Training administration records, GRS-150.

AUTHORIZED: 03-26-2021

FORMAT MANAGEMENT:

Computer data files: Retain in Office for 6 years and then delete.

APPRAISAL:

These records have administrative value(s).

AGENCY: Department of Government Operations. Office of Data Privacy

SERIES: 31139

TITLE: Training administration records

(continued)

PRIMARY DESIGNATION:

Public

Utah Code 63G-2-201(2) (2023)

AGENCY: Department of Government Operations. Office of Data Privacy

SERIES: 31471

3

TITLE: Training written agreement

DATES: 2026-

ARRANGEMENT: Chronological.

DESCRIPTION:

The Division maintains these records to document written consent for content creation. Under these agreements, employees authorize the office to develop training materials based on their professional experiences with data privacy, pursuant to Utah Code 63A-19-401.2. These materials may feature the employee's image, voice, or written narrative to provide a realistic, documentary-style perspective.

RETENTION:

Retain until superseded or until final action

DISPOSITION:

Destroy.

RETENTION AND DISPOSITION AUTHORIZATION:

Retention and disposition for this series is authorized by Archives general schedule Information governance records, GRS-1713.

AUTHORIZED: 02-19-2019

FORMAT MANAGEMENT:

Computer data files: Retain in Office until superseded or final action and then delete.

APPRAISAL:

These records have administrative value(s).

PRIMARY DESIGNATION:

Public Utah Code 63G-2-201(2) (2026)