

The City of Woodland Hills
Operations Policy and Procedure

SUBJECT	POLICY NUMBER-ADOPTED
Privacy Policy	2023-03

PURPOSE: The Privacy Policy’s purpose is to protect residents' personally identifiable information and to inform residents regarding the City’s collection and use of personally identifiable information.

Purpose of Privacy Notice

Woodland Hills City (the “City”) is committed to protecting residents' personally identifiable information. The purpose of this Notice is to inform residents regarding the City’s collection and use of personally identifiable information.

Definition of Personally Identifiable Information

For purposes of this Notice “Personally Identifiable Information” means any information relating to an identified or identifiable individual who is the subject of the information. This information could include information that identifies a user by name, account number, physical or mailing address, email address, telephone number, Social Security number, credit or debit card information, or bank account information. This information may include any combination of the above or other personal information that could be used to determine identity.

Information Gathered by the City

The City only collects the Personally Identifiable Information that is required to carry out and provide services to the residents of the City.

Some digital City services require the creation of a user account that may use some personally identifiable information. Such information is only used by the City to provide government services.

The City will make commercially reasonable efforts to protect Personally Identifiable Information. The City does not disclose gathered personal information to any third parties inside or outside the City except as required by law or to provide a service for which the City has contracted with a third party.

Access to Personally Identifiable Information from Governmental Websites and the Governmental Records Access and Management Act

As a municipal government, the City is a public governmental body subject to Chapter 2, Title 63 of the Utah Code, the law entitled the Government Records Access and Management Act (GRAMA). Information about GRAMA can be found on the Utah State Legislature website at <https://le.utah.gov/xcode/Title63G/Chapter2/63G-2.html>. If an appropriate request is made to the City for information that is subject to disclosure under Chapter 2, and not made confidential elsewhere in the Utah

Code, the City may be required to disclose the information requested, even if it may include your personally identifiable information. While Chapter 2 sets the general policies for access to government records in the state of Utah, other sections of the Utah Code as well as other federal laws also deal with confidentiality issues.

All records that are prepared, owned, received, or retained by a governmental entity that may be reproduced by certain means are considered public, unless they are classified as private, controlled, or protected, as outlined in GRAMA Code 63G-2, or are records to which access is restricted according to court rule, other State law, federal law, or federal regulation. Personally identifiable information is not a classification of records under GRAMA.

Data Security

The City is committed to data security and the data integrity of Personally Identifiable Information that is gathered and takes reasonable precautions to protect such information from loss, misuse, or alteration. The City maintains physical, technical, and administrative safeguards. The City restricts access to personal data to only those employees who need the information to provide necessary City benefits or services. As with any transmission over the Internet, there is always some element of risk involved in sending personal information. Unless otherwise prohibited by state or federal law, rule or regulation, an individual is granted the ability to access and correct personally identifiable information whether the information inaccuracy was accidental or by created unauthorized access. Individuals should be aware, however, that even though protections are in place, the City cannot guarantee against the occurrence of hardware failure, unauthorized intrusion, or other technical problems.

Information Storage

Retention of records follows the State's General Retention Schedule (<https://archives.utah.gov/rim/retention-schedules.html>). Retention timelines can vary depending on what kind of information you provide.

Sharing Information

The City may share information or statistics with third parties or the public in an anonymous form that does not directly identify individuals. No Personally Identifiable Information would be shared. Additionally, if a user is having issues with an online City service, the City may share information with outside parties to the extent necessary to troubleshoot the issues or enhance the performance of the system.

If We Are Required by Law to Disclose Information

Under certain circumstances, the City may be required by law to disclose certain information to law enforcement authorities. Suspicious emails, electronic threats, and any information on illegal activity may be provided to the appropriate authorities.

Changes to this Privacy Notice and Security Policy

The City reserves the right to change or amend this Privacy Notice from time to time and reserves the right to do so without notice.

Identity of the City's website operator and contact information:

Woodland Hills City is the operator of the City's website. Any questions or concerns related to privacy or correcting any Personally Identifiable Information may be directed to the City by telephone at (801) 423-3900 or electronically by emailing recorder@woodlandhills-ut.gov