

Woodland Hills Operations Policy and Procedure

TITLE	POLICY NUMBER-ADOPTED
GDPA (Government Data Privacy Act) Policy	2025-02

Privacy Notice

Woodland Hills (City) understands the importance and sensitivity of your personal information, and we have implemented security measures to protect it. Access to your information is limited to those who need it to perform their assigned tasks. We restrict access to work areas and utilize security measures, including password-protected computer systems, to ensure the security of your personal information. We follow federal and state laws that govern the use of your personal information. We use your information in written, oral, and electronic formats (and allow others to use it) only as permitted by federal and state laws. These laws give you certain rights regarding your personal information.

Purpose of Privacy Notice

Woodland Hills (City) is committed to protecting the personal information of those accessing its website and those accessing City government services in person. The purpose of this notice is to inform those accessing the city website at www.woodlandhills-ut.gov and those accessing government services in person regarding the collection and use of personally identifiable information.

Responsible Officers

Woodland Hills (City) has designated its Chief Administrative Officer (CAO) and Records Officer pursuant to Utah Code § 63A-19-201 to oversee compliance with the Government Data Privacy Act (GDPA). Questions, concerns, or requests regarding your personal data may be directed to:

- Chief Administrative Officer: Mayor of Woodland Hills City, mayor@woodlandhills-ut.gov, 801-423-3900
- Records Officer: Woodland Hills City Recorder, recorder@woodlandhills-ut.gov, 801-423-3900

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 may include details that identify 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.

Your Rights Under the Government Data Privacy Act

Under Utah Code Title 63A, Chapter 19, you have the following rights regarding your personal data collected by the City:

- Access – You may request confirmation of whether the City maintains personal data about you and obtain a copy of that information.
- Correction – You may request correction of inaccurate or incomplete personal data.
- Deletion – You may request deletion of personal data where permitted by law (subject to applicable records retention laws and government exceptions).

- Appeals – If your request is denied, you may file an appeal with the City. If you remain unsatisfied, you may file a complaint with the Utah Office of Data Privacy.

To exercise these rights, please contact the Records Office at recorder@woodlandhills-ut.gov

Personally Identifiable Information Not Routinely Collected

Visitors to the City website do not need to regularly provide personal information to visit the site or download information. Government agencies may ask for personally identifiable information to offer specific services, but such information is treated as if it were obtained during an in-person visit to a government office.

Woodland Hills (City) does not collect any personal information from visitors to our site unless they provide it explicitly and intentionally. Under no circumstances do we collect any personal data revealing political opinions, religious or philosophical beliefs, health status, or sexual orientation. If you are simply browsing our site, we do not gather any personal information about you.

Information We Gather from You

Woodland Hills (City) only collects personally identifiable information necessary to provide services. You can refuse to provide personal information on the website or in person at any time. However, if you choose not to provide the requested information, we may not be able to offer certain services that rely on that data.

Some digital city services require creating a user account. This process may involve submitting personally identifiable information, such as a username, password, email address, mailing address, phone number, full name, employment details, and other history. We do not use this information for commercial or marketing purposes. It is solely used to deliver government services.

Woodland Hills (City) will make every reasonable effort to protect your privacy. Access to your personally identifiable information is limited to employees who respond to your requests or inquiries. The City does not intentionally share any personal information about users with third parties inside or outside Woodland Hills (City) except as required by law or to provide services contracted through a third party.

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

As a municipal government, Woodland Hills 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 [here](#). 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, Woodland Hills 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.

Use of Email Addresses

E-mail addresses obtained by Woodland Hills (City) will not be sold or provided to private companies for marketing purposes. Information collected is subject to the access and provisions of GRAMA, as well as other applicable sections of the Utah Code and federal law. E-mail or other information requests sent to Woodland Hills (City) may be maintained to respond to the request.

Third Party Services

Woodland Hills (City) contracts with third parties for specific services, such as workflow tools and financial transactions. Some user accounts created on contracted third-party systems may be linked with other third-party websites. Woodland Hills (City) does not receive or store your password from those websites. Whenever you use a third-party service, you are also agreeing to that service's Privacy Policy. The data used is all publicly available information, including videos and playlists, such as titles, descriptions, IDs, channel IDs, and thumbnails.

Woodland Hills (City) does not access, use, or collect any personal information in its use of third-party websites or social media networks; however, other search engines and social media sites may do so according to their company privacy policies. Please visit these sites for more information on how they may use your data when interacting with their services.

Privacy Impact Assessments

Before initiating new data collection methods or implementing new technology involving personal data, Woodland Hills (City) conducts Privacy Impact Assessments (PIAs) as required by Utah Code § 63A-19-401 to evaluate risks and ensure compliance with GDPR principles.

What Happens After You Provide Personal Information

Our intention in collecting information is to provide users with smooth and efficient online City service experiences. We generally respond to any e-mail questions, requests for services, and other inquiries that we receive. We may retain this correspondence to improve our services, our website, and for other disclosed purposes. We may retain contact information so that we can send individual updates or other important information.

Data Security

Woodland Hills City is dedicated to protecting the security and integrity of personally identifiable information collected. We take reasonable measures to safeguard personal data against loss, misuse, or alteration. Our security includes physical, technical, and administrative protections that are regularly updated and tested. Access to your personal data is limited to employees who need the information to provide benefits or services to you. However, as with any Internet transmission, there is always some risk involved in sending personal information. Unless restricted by state or federal law, individuals have the right to access and correct their personally identifiable information, whether inaccuracies are accidental or due to unauthorized access. Visitors should also understand that, despite these safeguards, the City cannot guarantee immunity against hardware failures, unauthorized intrusions, or other technical issues.

Employee Training and Accountability

City employees who handle personal data receive regular training on privacy, security, and data protection obligations under Utah law. Employees are expected to follow these practices to maintain compliance and protect individual privacy.

Appeals and Complaints

If you believe your rights under Utah's GDPR have been violated, you may:

1. Submit a complaint to Woodland Hills (City) by contacting the Records Officer.
2. If unresolved, file a complaint with the Utah Office of Data Privacy at [this link](#).

Non-City Websites

Various websites may be linked through www.woodlandhills-ut.gov. Sites, including those in the private sector, are not subject to GRAMA and may also not be subject to other sections of the Utah Code or federal law. Visitors to those sites are advised to check the privacy notices of these sites and be cautious about providing personally identifiable information without a clear understanding of how the information will be used. Visitors may want to consult guidelines on protecting your personal information such as those recommended by the Privacy Alliance, at <http://www.privacyalliance.org/protection/>. Woodland Hills City and www.woodlandhills-ut.gov are not responsible for the privacy practices, privacy notices or content regarding these other sites.

Information Storage

Retention of records obtained from the City's website and other sources follows the City's records retention schedule. Retention timelines can vary depending on what kind of information is provided.

Sharing Information

Woodland Hills City may share information or statistics with third parties or the public in an anonymous form that does not directly identify you. This would typically be done to assess an online City service. No personally identifiable information would be released. Additionally, if a user is experiencing issues with an online City service, Woodland Hills City may share information with outside parties to the extent necessary to troubleshoot the issues or enhance the system's performance.

Required Disclosures

Under certain circumstances, Woodland Hills City may be required by law to disclose certain information to law enforcement authorities. Suspicious email, electronic threats, unauthorized access, or any information on illegal activity may be provided to the appropriate authority.

Changes to this Privacy Notice and Security Policy

Woodland Hills City may change this Privacy Notice from time to time and reserves the right to do so without prior notice.