

Privacy Policy

Privacy Statement

This Privacy Policy Statement (the "Statement") is provided by Highland City ("we," "us," or "our") in compliance with [Utah Code Section 63A-19-402.5](#).

Highland City understands the importance and sensitivity of your personally identifiable information (PII) and engages in security practices and workflows to protect it. We make every effort to ensure that access to your information is limited to those who need it to perform City operations, including protecting access to work areas and digital systems that contain your controlled information. Information is used in written, oral, and electronic formats and in accordance with federal and state laws.

Purpose

Highland City is committed to protecting your privacy. The purpose of this Privacy Statement is to inform those communicating with Highland City or initiating, updating, inquiring, or terminating services, applications, and requests with or to Highland City either through the City website (www.highlandut.gov) or in person, where personally identifiable information is collected and used.

Definition of Personally Identifiable Information

For the purposes of this Privacy Statement, "personally identifiable information" (PII) means information that is linked or can be reasonably linked to an identified or identifiable individual. This information could include information that identifies a person by name, account number, physical or mailing address, email address, telephone number, Social Security number, payment 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.

Personally Identifiable Information Routinely Collected

Highland City intends to only collect PII that is required to provide services. You may decline to provide us with any PII. However, if you choose to withhold requested information, we may not be able to process requests or provide you with services dependent upon the collection of that information.

There are several ways in which you affirmatively provide us with, and consent to, our collection of certain PII:

- User Submissions - Some online or in-person City services allow users to submit suggestions, comments, requests, or applications. This could be through email, filling out an online form, filling out comments or suggestions, or reporting a problem. This data may include PII such as a name, mailing address, telephone number, location information, and

email address. This information is used to respond to or process the submission or to direct your message to another government agency that can help address your request.

- User Accounts - Some online City services involve the creation of user accounts. Creating an account usually involves the submission of PII. This may include a username, password, email address, mailing address, telephone number, full name, employment information, other history, etc. This information is only used to provide you with government services.

Highland City makes every reasonable effort to protect your privacy. Access to your PII is restricted to those employees that will respond to or process your submission and those employees that support, manage, or provide the specific City services related to your submission or account. Highland City does not intentionally disclose any personal information about our users to any third parties except as required by law or to provide a service for which the City has contracted with a third party.

Information We Automatically Collect and Receive

Like most other websites, the City's website collects certain information automatically. This information may include internet domain and internet protocol (IP) addresses of the device or network you are using to access our site, the region or general location where your computer or device is accessing the internet, browser type, operating system used to visit our site, the date and time of when you access our site, other usage information about the use of the City's website, and information on the history of the pages you view. This information does not identify you personally. We do not collect this information to provide targeted advertising. The data collected serves as part of our statistical analysis about the use of our website so we may better design online services and improve access to them. We analyze traffic to our services in various ways, including using third-party services.

- Use of Cookies - To help make our website more responsive to the needs of our visitors, we use a standard feature of browser software, called a "cookie", to assign each visitor a unique, random number that resides on your computer. The cookie does not identify the visitor, just the computer that a visitor uses to access our site. Unless you voluntarily identify yourself, we won't know who you are, even if we assign a cookie to your computer as the only personal information a cookie can contain is information you supply. A cookie cannot read unrelated data from your computer. We use cookies to help us deliver a better, more personalized service.

Access to Personally Identifiable Information

As a municipal government, Highland City is a governmental entity subject to The Government Records Access and Management Act (GRAMA), Title 63, Chapter 2, of the Utah Code.

Information about GRAMA can be found on the [Utah State Legislature website](#). All records that are prepared, owned, received, or retained by the City that may be reproduced by certain means are considered public, unless they are private, controlled, or protected, as outlined in GRAMA, or

are records to which access is restricted according to court rule, other state law, federal law, or federal regulation. If an appropriate request is made to the City for information that is subject to disclosure, Highland City may be required to disclose the information requested, even if it may include your PII, without notice to you and without your consent. While GRAMA 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) deal with confidentiality issues.

Use of Email Addresses, Phone Numbers, Mailing Addresses, and Opt-Out

Email addresses, phone numbers, and mailing addresses obtained in connection with a user submission or user account to the City will not be sold or provided to third parties by the City for marketing purposes. The information collected may be retained by the City to respond to, or process the submission, forwarded to the appropriate department, used to communicate updates that may be of interest to citizens, or used to provide the City with customer feedback to assist in improving services. Individuals will be provided with the ability to “opt-out” at any time of any communications regarding new service updates as required by applicable law. Individuals will generally not be able to “opt-out” of essential communications related to applications submitted by the individual or city services received by the individual.

Non-City Websites and Third-Party Services

Highland City contracts with third parties for certain services such as web traffic monitoring, website hosting, workflow tools, services, consulting, and financial transactions. Various third-party websites may be linked through Highland City’s website to provide or facilitate City services. Some user accounts created on contracted third-party systems may be linked to other third-party websites or web services. We do not receive or store passwords from those websites. In using a third-party service, you are also agreeing to that service’s Privacy Policy. Highland City is not responsible for the privacy practices, privacy statements, or content hosted on external websites. Visitors to third-party websites are advised to check the privacy notices of those websites and be cautious about providing PII without understanding how that information will be used. You may decline to provide PII to a third-party website. However, if you choose to withhold requested information, we may not be able to process requests or provide you with services dependent upon the collection of that information or third-party website.

Access, Corrections, and Questions

You have the right to access and request corrections to your information. Please contact the City Recorder’s Office at recorder@highlandut.gov or (801) 772-4505 for requests and questions.

Information Storage

User submissions and information associated with a user account may be retained by the City for record-keeping purposes per the City’s records retention policies. Retention of records obtained by Highland City follows the State of Utah’s Division of Archives and Records Service’s record series classification and retention schedule. Retention timelines can vary depending on the type of information provided.

Sharing Information

We 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 a City service. No personally identifiable information would be released. Additionally, if a user is having issues with a City service, we may share information with outside parties to the extent necessary to troubleshoot the issues or enhance the performance of the system. We may share information, including PII, with third parties who are contracted with the City to provide City services. The City makes every reasonable effort to ensure that third parties that receive PII from the City follow and comply with the City's privacy practices and requirements.

Children's Information

Highland City online services are intended for use by adults. The City does not knowingly collect personal information from children under 13 years of age. However, the City does not try to determine whether a website visitor is underage. Therefore, users should be aware that PII submitted to Highland City websites will be treated as information given by an adult and may be shared or disclosed as set forth in this policy.

Highland City does collect personal information about children under the age of 13 with parental consent. This may include requiring a parent or legal guardian to provide consent through a signed consent form, a phone call, or another appropriate method of obtaining consent. We only collect the information necessary to provide the agreed upon service as stated at the time of collection. If you are a parent or legal guardian of a child under the age of 13 who you believe has submitted personal information by use of Highland City services, please contact the City Recorder.

Changes to this Privacy Notice and Security Policy

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

How to Contact Us

Questions regarding this Privacy Notice should be directed to the City Recorder for Highland City. Please specify in the subject line of your e-mail "Privacy Notice".

You may also contact us at the following:

Highland City
Attn. City Recorder
5400 W Civic Center Dr, Ste 100
Highland, UT 84003
(801) 772-4505
recorder@highlandut.gov

Effective Date of this Notice

October, 2025