

Privacy Policy Statement

In Short:

Santaquin City cares about your privacy, we use the minimal extent of information we need to provide you with services you requested, we safeguard your data and we do not monetize it or improperly share it.

In Detail:

This Privacy Policy Statement (the “Statement”) is provided by Santaquin City (“we,” “us,” or “our”) in compliance with Utah Code Section 63D-2-103.

We are committed to protecting your privacy. This Statement explains how we handle your information when you visit this webpage. We want you to understand how your data may be collected, used, and secured.

Who We Are and How to Reach Us

We operate this governmental website. Pen & Web Communications, a private contractor with the city, is the website operator of Santaquin.org which is a website of Santaquin City. Santaquin.org is a Municode Design hosted by CivicPlus.

If you have any questions or concerns, please reach out to us:

Phone: (801)754-3211

Email: office@santaquin.org

Our administrative body is the City Manager's office, which can be reached at office@santaquin.org.

What Information We Collect

Here's what we collect and receive when you visit our webpage:

INFORMATION WE AUTOMATICALLY COLLECT AND RECEIVE

Some information is automatically collected when you visit our website or any of our digital services. As with many websites, we use server logs, cookies, metadata, and geocodes. The information automatically collected may include, but is not limited to:

- the domain name of your Internet Service Provider and/or your computer
- the IP address from which you access our website
- your browser type (e.g., Google Chrome, Internet Explorer, or Mozilla Firefox)
- your operating system (e.g., Windows or Mac)
- the type of device you are using
- the date and time you accessed our Services

- location data
- the pages you visited, as well as any applications or forms used, and
- the Uniform Resource Locator (“URL”) of the webpage that linked you to our Services.

We collect this information to help us better analyze and improve our digital services. This information allows us to learn how many visitors we have, where they are coming from, and which of our services are of most interest to users. We analyze traffic to our services in various ways, including using third-party services such as Google Analytics. We reserve the right to change analytic service providers at any time, with or without notice.

Unless you affirmatively provide additional information to us (for instance, as part of an account creation process described below), we do not collect or store personally identifiable information.

INFORMATION YOU AFFIRMATIVELY PROVIDE TO US

While some information is automatically collected when you visit a digital service, there are also times you may provide us with additional information. These could include:

User submissions

Some of our digital services allow users to submit requests to us. This could be by emailing us or filling out an online form. This data may include personally identifiable information such as a name and email address. If you send us a message via email or through an online form, we will use that information to respond to the request. We may also direct your message to another government agency that can help in fulfilling your request.

User accounts

Users do not have to register for accounts to browse or read our website content. However, some of our digital services involve the creation of a user account. Creating an account may involve the submission of personally identifiable information. This could include a display name, password, e-mail address, full name, mailing address, telephone number, etc.

We may use this information to notify you of major changes to digital services or provide you with customer service.

Secure transactions

We take security very seriously. We make every reasonable effort to protect information provided to us or our third-party service providers. If you're making an online payment through a digital service, it's always good to make sure the website address starts with “https”.

How We Use Your Information

We use your information for the following purposes:

The information collected by us is used to communicate with you concerning your request and to facilitate the request. The information is also used for analytical purposes.

Disclosure Practices

We care about your privacy. We only share your information when necessary.

We contract with third parties for certain digital services. Illustrative examples could include but not be limited to:

- Google Analytics ([Terms of Service](#)),
- web traffic monitoring and website optimization,
- form submissions and workflow tools,
- web portals,
- financial transactions.

Whenever you use a third-party service, you agree to that service's Privacy Policy. If you have any questions about if a digital service involves a third-party service, please contact us.

Access and Corrections

You have the right to access and correct your information. Here's how you can do it:

Viewers who have provided information that needs correction can reach out to the Santaquin City Offices at either office@santaquin.org, or by phone at (801)754-3211, or by visiting the city offices at 110 South Center Street, Santaquin, Utah.

Keeping Your Information Secure

Your data's safety is our priority. We have taken adequate measures to protect it.

Our only intention in collecting information is to provide users with smooth and efficient digital service experiences. However, because we are a government agency, there are a few important things to note.

Information storage

We are required by law to retain records for a certain amount of time, as laid out in our records retention schedule. Retention timelines can vary depending on what kind of information you provide.

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 digital service's effectiveness – no personally identifiable information would be released.

Additionally, if a user is having issues with a digital service, we may share information with outside parties to the extent necessary to troubleshoot the issues or enhance the performance of the system.

Public records

As a government agency, any information we have in our system is subject to State and Federal law. This means the information you provide to us may be available to members of the public upon request unless there's an exemption (a reason not to provide it) under State or Federal law.

Subpoenas

It's possible that we may receive a subpoena, or other lawful order, that legally requires information to be turned over to others through the court system. A subpoena could require disclosure of personal information entered into a digital service.

Data security

We have implemented data security measures to protect the loss, misuse, or alteration of the information under our control. We also maintain ongoing efforts to identify and block unauthorized use of our servers. However, no website or data storage system is completely secure. To the extent permitted by law, we are not responsible for any harm that comes as a result of a breach in a digital service.

Children's information

Our digital services are primarily intended for use by adults. We do not knowingly collect personal information from children. However, we also do not try to determine whether a visitor is underage. If you are a parent or legal guardian of a child who you believe has submitted personal information by use of our Services, please contact us immediately at office@santaquin.org.

Note on Records Classification

Personally identifiable information is not classification of records under Utah Code Section 63G, Chapter 2, Government Records Access and Management Act.

Access to government records is governed by Utah Code Section 63G, Chapter 2, Government Records Access and Management Act.

Review of This Notice

We want you to feel comfortable using our services, knowing that your privacy is respected and protected. We welcome your feedback on this notice.

Last revision: April 30, 2024