



# Utah office of Data Privacy

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## DATA PRIVACY OMBUDS REPORT

Utah Privacy Governing Board  
12/15/25

# DATA PRIVACY COMPLAINT PROGRAM

- FY 2026 – 21 complaints received since 7/1/25
- FY 2025 – 19 complaints received
  - More complaints received in the first 6 months of FY26 than in all of FY25.



GDPA – Section 63A-19-501

# COMPLAINT PROCESS

- Every complaint is reviewed and contact is made with each complainant
- If the complaint relates to the privacy practices of a governmental entity, the governmental entity is contacted
- If the complaint does not relate to the privacy practices of a governmental entity, the complainant will be referred to the appropriate entity



# COMPLAINTS ABOUT GOVERNMENTAL ENTITIES

- 11 complaints related to the privacy practices of governmental entities
  - 2 complaints resulted in findings being issued
  - 2 complaints pending
  - 7 complaints were referred to the appropriate governmental entity



# COMPLAINTS ABOUT PRIVATE ENTITIES

- 10 complaints related to the privacy practices of private entities
  - 9 complaints were referred to the Utah Division of Consumer Protection
  - 1 complaint referred to the Cyber Center



# MOST COMMON COMPLAINTS

- Collection of sensitive personal data
- Lack of transparency
- Unauthorized disclosure of personal data
- Compliance with privacy and security requirements



# Request To Amend Or Correct A Record 26-04

■ SEPTEMBER 26, 2025 / ■ [DATA PRIVACY COMPLAINTS](#)

The Complainant in this matter was concerned with the governmental entity's denial of the Complainant's requests to amend or correct a record. The first request to amend or correct a record specifically referenced Utah Code § 63G-2-603. The governmental entity denied the request under Utah Code § 63G-2-204(1)(a)(ii) because it did not "identify a record". The Complainant sent a second request to amend or correct a record which the governmental entity denied because it was a "duplicate" request under Utah Code § 63G-2-201(7)(a)(iv). The Complainant then appealed this second denial to the chief administrative officer of the governmental entity as described in Utah Code § 63G-2-401. The appeal was denied, and the Complainant filed an appeal to the Director of the Government Records Office as described in Utah Code § 63G-2-403. The Director issued a decision that said he did not have jurisdiction to hear the appeal because it was not a request for records but a request to amend or correct a record which is governed by the Utah Administrative Procedures Act

# OTHER ACCOMPLISHMENTS

- Conducted 6 data privacy trainings
  - Over 100 government attorneys trained
- Created templates/forms for governmental entities and individuals
- Identified 2 issues that may be appropriate for legislation

