

DOPL Privacy Policy

Last Updated: November 1, 2024

Idaho Division of Occupational and Professional Licenses welcomes you. Our collection and use of information from visitors of our websites, located at DOPL.Idaho.gov (Collectively, the “Websites and customers of our services (together with the Websites and Online Services, known as the “Services”) are subject to the following privacy policy (the “Privacy Policy”), which may be updated by us from time to time without notice to you. By accessing or using the Services, or otherwise manifesting your assent to this Privacy Policy, you agree to be bound by this Privacy Policy. If you do not agree to (or cannot comply with) all the terms of this Privacy Policy, you may be unable to use some of our Services, specifically DOPL licensing services. If you have used our Services on the DOPL licensing website, but no longer wish to use them based on the terms of this Privacy Policy, you may contact DOPL to have your online profile inactivated.

The information we collect and how we use it

We receive, store, and process certain types of personal information about you from your use of our Services, automatic data collection, and from certain third parties. The information collected by our Services that we develop, and host (Website and Online Licensing) is subject to this Privacy Policy.

Personal information we collect and your choice

"Personal identifiable information" (PII) is information about an individual that is readily identifiable to that specific individual.

When an individual does business or voluntarily participates in an activity that asks for information from DOPL Websites or service providers that perform contracted services (e.g., submitting an application for a license, registration, certification, permit, signing up for email communications, participation in a survey, public commenting, submitting an email to DOPL), PII may be collected.

PII includes, but is not limited to, the following for an individual:

- Contact information (e.g., name, address, telephone number, email)
- Financial accounts/numbers (e.g., bank account, credit card, debit card)
- Government identification (e.g., Social Security number, driver's license number)
- Miscellaneous personal information (e.g., birth date)
- Location data (e.g., the precise location, when you choose to share it with us through your device or browser settings)

Domain names and Internet Protocol (IP) addresses are not considered PII for purposes of this Privacy Policy. IP addresses of computers used to visit our Websites are noted as part of our statistical analysis on the use of our Websites so we may better design Services and improve access to them. Our Websites do not attempt to gain PII on individual users and associate them with IP addresses.

Citizens do not have to routinely provide PII to visit DOPL Websites or to download general information. We may require PII from you to issue licenses, registrations, permits, or provide other requested specialized Services, but such information is handled as it would be on an in-person visit to a government office. Access to PII in public records at state and local levels of government in Idaho is controlled by Idaho law. Information that is generally available under Idaho law may be posted for electronic access through DOPL.idaho.gov.

Network log information

Our networking and infrastructure devices store log files that record data each time a Service is accessed. These log files contain data about the nature of such access, including the device's IP address, user agent string (e.g., operating system and browser type/version), the pages clicked on while on our Services, and details regarding activity on the Services such as time spent on the Services and other performance and usage data. We may use these log files for purposes such as assisting in monitoring and troubleshooting errors and incidents, analyzing traffic, or optimizing the user experience.

Cookies, web beacons and other tracking

We may collect information using "cookies," "pixels," and other similar technologies. These tracking technologies like cookies and pixels on our Websites, send information about your activity on our Services that is associated with your browser or device. This data is anonymized and does not directly identify you as an individual. We use both first and third-party session cookies and persistent cookies. Below is a general overview of session and persistent cookies; information collected by cookies depends on their particular purpose. For additional details, please see the information regarding analytics providers discussed further below.

- Session Cookies - We use session cookies to make it easier for you to navigate our Services. A session ID cookie expires when you close the Services.
- Persistent Cookies - A persistent cookie remains on your device for an extended period or until you delete them. Persistent cookies enable us to track and target the interests of our visitors to personalize the experience on our Services.

Some DOPL webpages and emails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs). Web beacons differ from cookies in that information is not stored on your hard drive, but rather it

is embedded on webpages or in emails. Like cookies, web beacons enable DOPL to provide a website experience that is better tailored to user preferences and interests. Web beacons also permit browsing patterns of web users to be tracked, like:

- counting users who have visited those pages, opened an email, or other related website statistics
- recording the popularity of certain website content
- verifying system and server integrity

If you do not want us to place a cookie or track your activity, you can turn off that feature on your device or browser. Please see the “Control Cookies and Tracking” or “Control Your Preferences” section below for more information on how to disable tracking.

Control cookies and tracking

You may refuse to accept cookies or tracking from the Service at any time by activating the setting on your browser which allows you to refuse cookies or tracking. Further information about the procedure to follow to disable cookies can be found on your Internet browser website via your help screen. You may wish to refer to <http://www.allaboutcookies.org/manage-cookies/index.html> for information on commonly used browsers. For more information about targeting and advertising cookies and how you can opt-out, you can also visit <http://optout.aboutads.info>. We recommend leaving cookies enabled on your device to guarantee the best experience when interacting with our Services. For example, third-party tools utilized during DOPL sales and/or online events may require cookies to properly track customers’ queue position(s).

We may, with your consent, automatically collect geolocation information from your device via your browser or app services. This consent may be provided by you on the device level (e.g., you have consented to location services generally through your browser’s settings) or by accepting our request for geolocation access on the Services. Please consult your browsers or app documentation regarding how to turn off location services. If you disable location services, you may not be able to use the full array of features and functionalities available through our Services.

Control your preferences

Users may manage tracking used by companies for online advertising as well as settings for cookies and tracking on their browsers or devices.

Advertising opt-outs

- [TrustArc advertising opt-outs](#)
- [Network Advertising Initiative](#) - interest-based advertising opt-outs

- [YourAdChoices](#)

Device and account settings

- [Google services use and settings](#)
- [Google ad personalization settings](#)
- Limit ad personalization and location-based ads on [iPhone, iPad, iPod touch, and Mac](#)
- [Google Play Advertising ID options for Android](#)
- [Google Chrome cookies](#)
- [Firefox cookies and cache](#)
- [Safari cookies](#)
- [Microsoft Edge privacy settings](#)
- [Internet Explorer privacy settings](#)

Third-party analytics providers

We use one or more third-party analytics services to evaluate use of the Services by compiling reports on activity and analyzing performance metrics. Activity reports could include collection of IP addresses, Internet service provider, browser type, operating system, language, referring and exit pages and URLs, date and time, amount of time spent on pages, what sections of the Services visited, number of links clicked, search terms and other similar usage data. These third parties use cookies and other technologies to help collect, analyze, and provide us with reports or other data.

By accessing and using the Services, you consent to the processing of data about you by these analytics providers in the manner and for the purposes set out in this Privacy Policy. This data is anonymized and does not directly identify you as an individual. For more information on these third parties, including how to opt out of certain data collection, please visit the sites below. Please be advised that if you opt out of any service, you may not be able to use the full functionality of the Services.

For Google Analytics, please visit: <https://support.google.com/analytics/answer/12159447?hl=en> for more information. If you would like to opt out, please see <https://tools.google.com/dlpage/gaoptout>

Third-party advertisers or remarketers

We may share or receive information about you with or from third parties, including, but not limited to, industry associations, or similar partners, for purposes of providing licensure verification or other content. These third parties may use cookies, pixel tags, or other technologies to collect information in furtherance of such purposes, including to tailor, target, or “targeted advertising” (i.e., behavioral,

contextual, interest-based, retargeting, and remarketing), analyze, report on, and/or manage advertising campaigns or other initiatives. For example, when a browser visits a site, pixel tags enable us and these third parties to recognize certain cookies stored within the browser to learn which ads or other content brings a user to a given site. Information that we may receive from these third parties, including through their service providers, may include advertising identifiers, IP addresses, reports, and campaign data.

By accessing and using the Services, you consent to the processing of data about you by these advertisers/remarketing providers in the manner and for the purposes set out in this Privacy Policy. For more information on these third parties, including how to opt out, see the “Control Your Preferences” section for more information on how to disable tracking. Please note that this list may be subject to change based on the campaigns that we run.

For Google Ads, please visit: <https://policies.google.com/technologies/ads?hl=en-US>

For Meta Ad Platform, please visit: https://www.facebook.com/privacy/policy?section_id=6-HowCanYouManage

Aggregate Data

In an ongoing effort to better understand our users and the Services, we might analyze user information in aggregate form to operate, maintain, manage, and improve the Services. This aggregate information does not identify you personally. We may share this aggregate data with our affiliates, agents, and government agencies. We may also disclose aggregated user statistics to describe the Services to current and prospective government agencies and to other third parties for other lawful purposes.

Onward transfer to third parties

Like many government agencies, we hire other companies to perform certain business-related services. We may disclose personal information to certain types of third-party companies but only to the extent needed to enable them to provide such services. The types of companies that may receive personal information and their functions are hosting services, technical assistance, database management/backup services, use analytics, email platforms, and customer service.

PII data collected by DOPL will never be made available for sale to third parties.

User-generated content

The [User-Generated Content \(UGC\)](#) you submit on or through our Services may be available to others who visit our Services. You should not submit any content you do not wish to make available to the public, and you must take special care to make sure your submissions comply with our [Terms and Conditions](#). Our Terms and Conditions apply to UGC submitted on or through our Services. Your submissions must not violate the privacy or other rights of others. Please review our [User-Generated Content Agreement](#), which also governs our use of UGC-submitted content.

Public disclosure

In the State of Idaho, **laws exist** to ensure that our government is open, and that the public has a right to access appropriate records and information possessed by the State government. At the same time, there are exceptions to the public's right to access public records that serve various needs; the privacy of individuals is included among these exceptions in both state and federal laws.

We strive to protect personally identifiable information (PII) and minimize the PII we collect to deliver our Services. Personal information supplied for DOPL licensing is exempt from disclosure under Idaho Public Records law. Other information collected at this site becomes a public record that may be subject to inspection and copying by the public, unless another exemption in law exists.

In the event of a conflict between this Privacy Policy and the Idaho Public Records Law, or other laws governing the disclosure of records, the Idaho Public Records Law or other applicable laws will control.

How we protect your information

DOPL takes very seriously the security and privacy of the personal information that it collects under this Privacy Policy. We use a secure socket layer (SSL) connection to enhance the security of any information you choose to submit on our websites. Accordingly, we implement reasonable security measures designed to protect your personal information from loss, misuse and unauthorized access, disclosure, alteration and destruction, taking into account the risks involved in processing and the nature of such data, and to comply with applicable laws and regulations. Please understand, however, that no security system is impenetrable. We cannot guarantee the security of our databases or the databases of the third parties with which we may share information (as described in this Policy), nor can we guarantee that the information you supply will not be intercepted while being transmitted over the Internet.

Children

Children under the age of 13 are not eligible to use the Services that require submission of personal information and should not submit any personal information to us without the authorization of a parent or guardian. This includes submitting personal information to the Services as part of a user profile or personalization profile.

We will seek verifiable consent from a parent or guardian before collecting any personally identifiable information for a person known to be under the age of 13. Parents/guardians may request information on the type of data being collected, view their child's information, and if they choose, prohibit us from collecting their child's information and making further use of their child's information (except previously collected information retained for legal compliance). We will not provide personal information about children to third parties.

Important notice to individuals who are not Idaho residents

Our servers are in the United States. Please be aware that your information may be transferred to, processed, maintained, and used on computers, servers, and systems located outside of your state, province, country, or other governmental jurisdiction, and that applicable privacy laws may not be as protective as those in your country or state of residence.

By accessing the Services, you agree, to the extent allowed by law, that you are waiving your rights under privacy laws of jurisdictions outside of Idaho, including but not limited to laws that are inconsistent with, or more stringent than, the applicable laws of the State of Idaho, and that you agree that your use of the Services shall be governed by the laws of the State of Idaho, excluding Idaho's conflict of laws provisions.

Where your jurisdiction provides you with rights to obtain information about yourself and your personal information, you agree, to the extent allowed by law, that you will use the procedures of the Idaho Public Records Law (such as sending a written request to DOPL), should you wish to obtain such information.

State of Idaho review of privacy policy

The [Idaho Technology Authority](#), which is within the Idaho Office of Information Technology Services, reviews and approves various aspects of state agency information technology and telecommunications systems, including privacy policies.

Changes to this privacy policy

This Privacy Policy is effective as of the last updated date stated at the top of this Privacy Policy. We may change this Privacy Policy from time to time with or without notice to you. By accessing the Services after we make any such changes to this Privacy Policy, you are deemed to have accepted such changes. Please be aware that, to the extent permitted by applicable law, our use of the information collected is governed by the Privacy Policy in effect at the time we collect the information. Please refer to this Privacy Policy regularly.