



FLORIDA DIGITAL BILL OF RIGHTS

Annual Enforcement Report

February 1, 2025

This Annual Enforcement Report is being published pursuant to the Florida Digital Bill of Rights, section 501.72(4), Florida Statutes, and includes information on consumer complaints received and enforcement actions taken by the Department of Legal Affairs from July 1, 2024 (the effective date of the statute) to December 31, 2024.

The Number of Complaints Received and the Categories or Types of Violations Alleged by the Complainant.

§ 501.72(4)(a), Fla. Stat.

During this initial, six-month reporting period, the Department of Legal Affairs received 787 consumer complaints/inquiries, closed 191 complaints/inquiries that did not fall within the scope of the Digital Bill of Rights, and placed 596 under active review. The complaints under review potentially fall within the following categories of relief sought under section 501.705(2), Florida Statutes, followed by the number of such complaints:¹

- a. To confirm whether a controller is processing the consumer's personal data and to access the personal data. (582)
- b. To correct inaccuracies in the consumer's personal data, taking into account the nature of the personal data and the purposes of the processing of the consumer's personal data. (11)
- c. To delete any or all personal data provided by or obtained about the consumer. (41)
- d. To obtain a copy of the consumer's personal data in a portable and, to the extent technically feasible, readily usable format if the data is available in a digital format. (11)
- e. To opt out of the processing of the personal data. (19)
- f. To opt out of the collection of sensitive data, including precise geolocation data, or the processing of sensitive data. (18)
- g. To opt out of the collection of personal data collected through the operation of a voice recognition or facial recognition feature. (5)

¹ Note that 36 consumer complaints/inquiries received by the Department fell under two or more categories and have been included in the count for each category alleged by the consumer.

**The Number and Type of Enforcement Actions Taken and the Outcomes of Such Actions,
Including the Amount of Penalties Issued and Collected.
§ 501.72(4)(b), Fla. Stat.**

The number and types of actions the Department has taken include the following:

- a. 596 consumer complaints/inquiries received are being reviewed to determine whether they fall within the scope of enforcement under the Florida Digital Bill of Rights.
- b. 24 initial inquiries into potential controllers for potential violations have been initiated based on consumer contacts received.
- c. At this time, no penalties have been issued by the Department for violations of this Act.

**The Number of Complaints Resolved Without the Need for Litigation.
§ 501.72(4)(c), Fla. Stat.**

Other than 191 complaints/inquiries that were closed after the Department's review or initial inquiry, no other complaints have been resolved without the need for litigation and no litigation has been filed during this reporting period.