



PRIVACY POLICY

Professionally Managed by ResProp Management Company, LLC

Last updated: Jan 3, 2024

This website ("Site") is owned and operated by ResProp Management Company, LLC (referred to herein as "ResProp," "we," "us," or "our"). ResProp values its users' privacy and is committed to the privacy rights and protection of information collected about residents residing at one of our managed properties, prospective residents, clients, and other visitors to this Site. This privacy statement sets forth ResProp's Privacy Policy ("Policy") for this Site and information collected through the Site, including when submitting an application to reside, or residing, at one of our managed properties. The Policy describes how we collect, protect, and use the information we receive from visitors to our Site, applicants, and residents at ResProp-managed properties.

Please note that this Policy does not govern the collection and use of information by companies that ResProp Management Company, LLC does not control, nor by individuals not employed or managed by us. If you visit a website that we mention or link to, be sure to review its privacy policy before providing the website with information. It is highly recommended and suggested that you review the privacy policies and conditions of any website you choose to use or frequent to better understand the way in which websites garner, make use of, and share the information collected.

INFORMATION WE COLLECT

It is always up to you whether to disclose personally identifiable information to us, although if you elect not to do so, we reserve the right not to register you or provide you with any information about the apartments we manage or services we offer. This website collects various types of information, such as:

- Voluntarily provided information which may include your name, address, email address, phone number, billing and/or credit card information etc. which may be used when you apply to be a resident at one of our managed properties.
- Information automatically collected when visiting our website, which may include cookies, third party tracking technologies and server logs.

We may also receive information from you over the phone if you use that method to contact us.

In addition, ResProp Management Company, LLC may have the occasion to collect non-personal anonymous demographic information, such as age, gender, household income, as well as the type of browser you are using, IP address, or type of operating system, which will assist us in providing and maintaining superior quality service.

Please rest assured that this site will only collect personal information that you knowingly and willingly provide to us by way of contact forms, scheduler widgets, rental application forms, surveys, phone calls, chat bots, texts, and emails. This site intends to use personal information only for the purpose for which it was requested, and any additional uses specifically provided for in this Policy.

We may ask you to provide us with personal information for the following purposes:

1. Online Transactions and User Accounts

We offer visitors to this Site the opportunity to submit a rental application online. We collect personal information such as your name, address, date of birth, phone number, email address, and social security number to process your rental application. We also offer residents of ResProp-managed properties the opportunity to use various online services, including an online payment system and work order requests. To take advantage of these services, you must create a login name and password ("User Account") and provide us with your contact information.

2. Payment Information

You may provide payment information, including credit card or financial account information, to pay rent through the Site. This information is used only to fulfill the transactional purpose for which you submit it to us and may be processed by a third-party vendor on our behalf. We use a third-party payment processor to take payment for our properties.

3. Email Correspondence

On our Site, there are forms to submit comments and ask questions. Your name and email address are required so that we can process your inquiries and respond to your requests.

4. Text Correspondence

The property may utilize the text message feature to communicate application updates, important community updates, and to conduct prospect/resident communication for the purpose of providing a quick and effective way of communicating. Text messages can be sent during property office hours, which is

listed on each property's website. You may opt out of receiving text messages from the property at any time. To opt out of future messages at any time text back "Stop". Normal data and message rates may apply.

The data we collect from you will be stored for no longer than necessary. The length of time we retain said information will be determined based upon the following criteria: the length of time your personal information remains relevant; the length of time it is reasonable to keep records to demonstrate that we have fulfilled our duties and obligations; any limitation periods within which claims might be made; any retention periods prescribed by law or recommended by regulators, professional bodies or associations; the type of contract we have with you, the existence of your consent, and our legitimate interest in keeping such information as stated in this Policy.

USE OF INFORMATION COLLECTED

Personal information collected by ResProp will be used for purposes including but not limited to the following: administration of our site, communications with visitors who submit requests for information, allowing visitors who have created a User Account to submit an application or to use online resident services, and for communications with residents who ultimately execute lease agreements and reside at a ResProp-managed property.

In general, we use the information we collect to provide you with services, enhance your experience on our Site, improve our services, and for marketing and promotional efforts.

For more details about how we use information, please see below.

- ResProp Management Company, LLC does not now, nor will it in the future, sell, rent or lease any of its customer lists and/or names to any third parties.
- ResProp Management Company, LLC may collect and may make use of personal information, **through, but not limited to, our CRM**, to assist in the operation of our website and to ensure delivery of the services you need and request. At times, we may find it necessary to use personally identifiable information as a means to keep you informed of other possible products and/or services that may be available to you.
- ResProp Management Company, LLC may also be in contact with you in regards to completing surveys and/or research questionnaires related to your opinion of current, potential, or future services that may be offered.
- ResProp Management Company, LLC may find it beneficial to all our customers to share specific data with our trusted partners in an effort to *including, but not limited to, facilitate rental payments, conduct statistical analysis, provide you with email and/or postal mail, deliver support and/or arrange for deliveries to be made. Those third parties shall be strictly prohibited from making use of your personal information, other than to deliver those services which you requested,

and as such they are required, in accordance with this agreement, to maintain the strictest confidentiality with regards to all your information.

DISCLOSURE OF PERSONAL INFORMATION

Third Parties

ResProp may disclose personal information to third-party vendors and service providers that work with ResProp. We will only share personal information with these vendors and service providers to help us provide a product or service to you. Examples of third parties we work with include waste service providers, utility service providers, financial institutions, and alarm service providers. These third parties only have access to personal information necessary for them to complete their service.

We may also contract with third parties who use cookies to collect information on our behalf. These parties maintain their own confidentiality and security standards.

Business Purposes

As we continue to develop our business, we may contemplate selling, merging, relinquishing management, or otherwise reorganizing our businesses. In negotiating with a third party about entering into such an arrangement, we may need to disclose your personal information. In such cases, we will take reasonable measures to protect the personal information we disclose; for example, by requiring a prospective partner or purchaser to sign a non-disclosure agreement limiting the use and protecting the confidentiality of the information.

There may be transactions in which a property or this Site has a change in ownership, a change in management, or there may be a merger, divestiture, transfer of control, restructuring, reorganization, dissolution, or other sale or transfer of a property, this Site, or some or all of our assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by ResProp, a subsidiary, or an affiliated company about our Site's users is among the assets transferred.

Legal/Safety Purposes

ResProp may be required to disclose Personal Information if we are required to do so by law, or in response to a subpoena or search warrant.

SECURITY OF INFORMATION

ResProp takes precautions in accordance with applicable laws and appropriate to the risk of users' personal information that we hold.

Only employees who need the information to perform a specific job are granted access to personally identifiable information. The computers and servers in which we store personally identifiable information are kept in a secure environment. This is all done to prevent any loss, misuse, unauthorized access, disclosure or modification of the user's personal information under our control.

Unfortunately, no data transmission over the Internet or any wireless network can be guaranteed to be 100% secure. As a result, you acknowledge that: (a) there are security and privacy limitations of the Internet which are beyond our control; (b) the security, integrity and privacy of any and all information and data exchanged between you and us through this site cannot be guaranteed; and (c) any such information and data may be viewed or tampered with in transit by a third party.

OUR COMMITMENT TO CHILDREN'S PRIVACY

ResProp recognizes the importance of protecting the privacy and safety of children. Our Site and services are directed towards a general adult audience and not directed towards children. We do not knowingly collect information about children under the age of 16 or minors otherwise defined in local law or regulation without verifiable parental consent. If it is determined that such information has been inadvertently collected on anyone under the age of 16, we shall immediately take the necessary steps to ensure that such information is deleted from our system's database, or in the alternative, that verifiable parental consent is obtained for the use and storage of such information. Anyone under the age of 16 must seek and obtain parent or guardian permission to use this website.

LINKS TO OTHER WEBSITES

Our website does contain links to affiliate and other websites. ResProp Management Company, LLC does not claim nor accept responsibility for any privacy policies, practices and/or procedures of other websites. Therefore, we encourage all users and visitors to be aware when they leave our website and to read the privacy statements of every website that collects personally identifiable information. This Policy applies only and solely to the information collected by our website.

ACCEPTANCE OF TERMS

By using this website, you are hereby accepting the terms and conditions stipulated within this Privacy Policy Agreement. If you are not in agreement with our terms and conditions, then you should refrain from further use of our sites. In addition, your continued use of our website following proper notification or the posting of any updates or changes to our terms and conditions, shall mean that you agree and accept such changes.

UPDATING AND CORRECTING INFORMATION

We aim to keep our information as accurate as possible and encourage you to promptly update your information if it changes. You may, at any time, access your information to update, modify, or delete any inaccuracies by accessing your resident portal account or by contacting the ResProp property to which you provided your information.

NOTICE TO EUROPEAN USERS

ResProp Management Company, LLC's operations are located primarily in the United States. If you provide information to us, the information will be transferred out of the European Union (EU) and sent to the United States. (The adequacy decision on the EU-US Privacy became operational on August 1, 2016. This framework protects the fundamental rights of anyone in the EU whose personal data is transferred to the United States for commercial purposes. It allows the free transfer of data to companies that are certified in the US under the Privacy Shield.) By providing personal information to us, you are consenting to its storage and use as described in this Policy.

MODIFICATION OF PRIVACY POLICY

ResProp regularly reviews this Privacy Policy and ensures that we process your information in a manner that is in compliance with applicable regulations. We reserve the right to change this Policy at any time. We encourage you to periodically review this webpage to ensure familiarity with the most current version of our Policy, which will always be posted here. The most current version of the Policy shall be effective immediately upon its publication, and the date of the most recent change is noted at the top of the Policy. Your continued use of this Site or the providing of information to us after such modifications will constitute your: (a) acknowledgment of the modified Policy; and (b) agreement to be bound by the modified Policy.

HOW TO CONTACT US

If you have any questions or concerns regarding this Privacy Policy as it relates to our website, please feel free to contact us at the following email or mailing address:

Email: legal@resprop.com

Mailing address:

1101 W. 34th Street #323

Austin, TX 78705