



Prestige Properties LLC – Privacy Policy

Effective Date: November 1, 2025

Our Commitment to Privacy

At Prestige Properties LLC (“we,” “our,” or “us”), we take your privacy seriously. This Privacy Policy outlines how we handle your personal information, why we collect it, and the steps we take to keep it secure.

By using our website or sharing your information with us, you agree to the practices described below.

I. Information We Collect

We may collect personal and non-personal information through various means, including:

1. Information You Provide Directly

- **Contact Information:** Name, email address, phone number, and mailing address.
- **Application Data:** Employment information, rental history, income verification, references, and criminal background information when you apply for housing. This information is submitted securely through Entrata, our property management software platform.
- **Payment Details:** Rent payment information, billing address, and transaction data processed securely through third-party payment platforms such as Entrata.
- **Communication Records:** Emails, contact form submissions, maintenance requests, and other correspondence. When you engage with our virtual assistant, Elise AI, we may collect and store conversation transcripts, contact details, and related data to help us respond to your inquiries and improve service quality.

2. Information Collected Automatically

When you visit our website, we may automatically collect:

- **Device Information:** Browser type, operating system, and IP address.
- **Usage Data:** Pages visited, time spent on pages, and referring/exit pages.
- **Cookies and Tracking Technologies:** Used to enhance site functionality and user experience. You can control cookie settings through your browser.

II. How We Use Your Information

We use your information to:

- Process rental applications and manage resident relationships.
- Conduct credit and criminal background screenings in accordance with applicable laws and Fair Housing regulations.
- Respond to inquiries and provide requested services.
- Process payments, maintenance requests, and lease renewals.
- Communicate updates, property notices, or promotional materials (when consent is given).
- Improve our website, operations, and customer service.
- Comply with legal obligations and protect our rights or property.

III. How We Share Information

We do not sell your personal information. We may share data only with:

- **Service Providers:** Third parties assisting in our daily operations such as background checks, leasing communications, payment processing, and property management.
 - This includes Entrata, our property management platform, which processes applications, resident information, and online payments on our behalf.
 - It also includes Elise AI, our digital assistant, which helps facilitate resident and prospect communications through chat, text, and email.
Both Entrata and Elise AI process information solely to support Prestige Properties LLC's operations and are contractually obligated to protect your data and maintain confidentiality.
- **Background Screening Providers:** Third-party services that conduct criminal, credit, and rental history checks as part of the application process. These providers are bound by confidentiality and data security obligations.
- **Legal and Regulatory Authorities:** When required by law, court order, or governmental regulation.
- **Affiliated Entities or Successors:** In the event of a merger, acquisition, or sale of company assets.

All partners and vendors, including Entrata, Elise AI, and background screening providers, are required to protect your information and use it only for authorized business purposes.

IV. Data Retention

We retain your personal information only as long as necessary to fulfill the purposes for which it was collected, comply with legal obligations, or resolve disputes. When no longer needed, your data will be securely deleted or anonymized.

V. Data Security

We implement reasonable physical, administrative, and technical safeguards to protect your personal information against unauthorized access, disclosure, alteration, or destruction. However, no electronic transmission over the internet is entirely secure; use of our website is at your own risk.

VI. Your Privacy Rights

Depending on your jurisdiction, you may have rights to:

- Access and obtain a copy of your personal information.
- Request correction or deletion of your data.
- Opt out of certain data uses (e.g., marketing communications).

To exercise these rights, contact us at contact@prestigerental.com. We may verify your identity before processing your request.

VII. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the content or privacy practices of those sites. Please review their privacy policies before providing personal information.

VIII. Children's Privacy

Our services are not directed toward individuals under 18 years of age. We do not knowingly collect personal information from minors. If we learn that we have inadvertently received such data, we will delete it promptly.

IX. Updates to This Policy

We may update this Privacy Policy periodically to reflect changes in our practices or legal requirements. The "Effective Date" at the top will indicate the latest revision. We encourage you to review this policy regularly.

X. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy, please contact us at:

Prestige Properties LLC
4415 Marburg Ave.
Cincinnati, Ohio 45209

contact@prestigerental.com

513-861-9037