

APT Residential Privacy Policy

Last Update: 02/09/2026

This Privacy Policy (“**Policy**”) applies to personal data APT Residential LLC and its subsidiaries and affiliates (collectively, “APT Residential” “we,” “us,” or “our”) collects through our website or when engaging in a relationship or potential relationship with us as a customer, potential customer, vendor, supplier, or business partner.

By visiting APT Residential (**aptresidential.com**) as well as any other media form, media channel, mobile website, or mobile application that is linked or otherwise connected to this Platform (collectively, this “Site”), you acknowledge that you have read and understood the terms of this Policy. In this Policy, we seek to explain to you in the clearest way possible what information we collect, use, share, store, and what rights you have in relation to it. We hope you take some time to read through it carefully, as it is important. If there are any terms in this Policy that you disagree with, please discontinue the use of our Sites and our services.

This Policy complies with applicable privacy laws, including the California Consumer Privacy Act (CCPA), General Data Protection Regulation (GDPR), and other applicable state and federal privacy laws. This Policy also covers your rights and choices related to your personal data as required by applicable law. For the purposes of this policy, “Personal Information” means any information relating to an individual or household (as applicable) that, whether directly or indirectly, identifies that individual.

Data We Collect

We collect data about you in different ways. For example, we collect data:

- Directly from you. This includes when you use our website, make an account, sign up to receive our marketing communications, or contact us.
- Automatically. This includes through cookies, server logs, and other tools on our website..
- From other sources. These can include our affiliates, vendors, social media, publicly available sources, and other companies.

We collect only personal information that is necessary for our legitimate business purposes or where we have obtained your consent. For automatic collection through cookies and similar technologies, we will obtain your consent where required by applicable law. We will identify specific third-party sources upon request and will not collect data from sources that you have not been made aware of.

The following are a few examples of our collection and use of data:

Context	Examples of Personal Information	Business Purpose
Account Registration	We collect your name and contact information when you make an account. We also collect data on the actions that you perform while logged in, such as lease applications submitted, maintenance requests created, and payment transactions initiated.	We have an interest in providing account-related functionalities to users.
Vendor Information	We collect the name and contact information of our vendors and their employees with whom we may interact.	We have an interest in contacting our vendors and communicating with them about business activities such as projects, services, and billing.

Payment Information	We collect your name, billing and email addresses, phone number, and bank account or credit or debit card information when you make a payment.	We use your information to perform our contract to provide products or services.
Email Interactions	If you receive email from us, we may use tools to capture when you open our message, click on links or banners in it, or make purchases after receiving an email.	We have an interest in understanding how you engage with our messages.
Feedback/Support	If you provide feedback or contact us for support, we collect your name and email, as well as other content that you send.	We have an interest in receiving and acting upon feedback.
Job Applicants	If you apply for a job, we collect information needed to process your application	In some contexts, we are required by law to collect data about applicants. We also have an interest in using data to evaluate your application or consider you for other positions. If you become an employee, we will provide you with a separate privacy policy that explains how we collect, use, and

Context	Examples of Personal Information	Primary Business Purpose
		share additional data about our employees.
Mailing List	When you sign up for our mailing lists, we collect your contact information.	We have an interest in sharing information about our products and services. Where required by law we will ask for your consent before communicating with you.
Maintenance Requests	We collect data when you submit maintenance requests such as contact information, pet information, and guest information.	We have an interest in maintaining our apartments and responding to tenants' maintenance requests.
Mobile Devices	We collect data your device broadcasts when you visit our website or use one of our mobile apps.	We have an interest in identifying unique visitors and understanding how users engage with us on their mobile device.

Partner Promotion	We collect information that you provide as part of co-branded promotions with other companies.	We have an interest in fulfilling our promotions. Note that many co-branded promotions involve the collection of information by us, and the other company identified in the promotion. Where data is jointly collected, your information may be submitted, or sent, to both companies. This Policy applies to our use of your data. You should review the Policy of the other company identified to understand their use of your data.
Surveys	We collect data you share through surveys. If a third-party offers a survey, the third party's privacy policy also applies to the collection, use, and disclosure of your data.	We have an interest in understanding your opinions.
Sweepstakes or contests	When you enter a sweepstakes or contest, we collect data about you such as your contact information.	We have a legitimate interest in operating the sweepstakes. We may also be required by law to collect such data.
Use of our App	We collect your username as well as your interactions when you use our App.	We have an interest in understanding how you use our app. Users should go the settings menu in their mobile device for more information about changing app preferences.
Use of Our Website	We use technology (e.g., a cookie or a pixel) to learn how you engage with our websites. This may include which links you click or what you type into our online forms. We may also track your IP address, the	We have an interest in making our website operate. We also use it to understand how you interact with our websites, gather analytics, improve our websites, and learn your preferences. We may also use this data to help detect and

Context	Examples of Personal Information	Primary Business Purpose
	website that referred you to us, and data about your device.	prevent fraud. Where required by law, we base the use of technologies upon consent.
User Content	If you choose to engage in forums, blogs, or other similar features offered by us, we may maintain records about the content you post. This might include comments, reviews or questions as well as metadata associated with your content.	We use this data to understand your opinions and foster a safe environment on our websites.
Website Targeted Advertising Technology	We may let third parties place tracking technology on our websites (e.g., a cookie or a pixel). The third party might also collect data over time and across other websites. Among other things, they may use this data to serve ads tailored to your interests, which may include ads about our products or services.	Where required by law, we base the use of third-party tracking technologies upon consent. Users should see our Cookie Preference Center for more information by clicking the “Cookie Preferences” link in the footer of our homepage. You can also find more information about your options with regard to this technology in the Your Choices section below.

How We Use Data

We process your personal information to provide our property management services, including lease administration, maintenance coordination, payment processing, and delivering personalized communications about our properties and services. This information comes from three sources: (1) data you provide directly, (2) data we collect through automated tracking technologies, and (3) data from third-party providers. In the European Economic Area (EEA), United Kingdom (UK), and certain other locations, we process your personal information either with your explicit consent when legally required or based on our legitimate business interests that we have verified do not override your privacy rights. If you decline to provide certain personal information or opt out of its processing, some features of our services may be delayed or unavailable, as detailed below.

We use personal information collected via our Services for a variety of business purposes described below:

Collection and Use of Personal Information
(applicable for EEA and UK users)

Property Management and Core Services

Legal Basis: Contract Performance

What we collect: Name, contact information, lease details, payment information, maintenance requests, tenant communications

Business Purpose: We process this information to create and manage your tenant account, process lease applications and renewals, coordinate maintenance services, process rent and fee payments, and fulfill our contractual obligations as your

property manager. This processing ensures you can access all property management services and that we can maintain our properties effectively.

Platform Security and Fraud Prevention

Legal Basis: Legitimate Interests

What we collect: Device information, IP addresses, website usage data, login records, transaction patterns, communication records

Business Purpose: We process this information to protect our platform against fraud and unauthorized access, prevent malicious activities, manage account security, handle support inquiries, send important service notifications, analyze platform performance, and develop new features. This processing helps us ensure platform security and deliver optimal property management services while protecting all tenants.

Legal Compliance and Property Operations

Legal Basis: Legal Obligation

What we collect: Data required by applicable housing laws, financial regulations, and property management requirements

Business Purpose: We process this information to comply with our legal obligations under housing regulations, maintain records as required by law, respond to legal requests from authorized authorities, and ensure compliance with fair housing and property management regulations. This processing ensures our operations remain compliant with applicable laws.

Marketing and Communications

Legal Basis: Consent (for promotional communications) / Legitimate Interest (for service-related communications)

What we collect:

Profile data. Property preferences, service feedback, and communication preferences

Technical data. IP address, user IDs, session data, browser type, cookies, operating system

Contact details. Email address, phone number, mailing address

Business Purpose: We process this information to send you important service notifications about your tenancy, provide information about available properties, deliver targeted communications about our services, and send marketing communications about properties and services that may interest you. For promotional marketing communications, we will only contact you with your explicit consent, and you can withdraw consent at any time through our unsubscribe links or by contacting us directly.

Third-Party Marketing

Legal Basis: Explicit Consent Only

What we collect: Contact information, property preferences, demographic information

Business Purpose: We will only share your information with business partners for their marketing purposes with your separate, explicit consent. You can withdraw this consent at any time, and we will not share your data for third-party marketing without your clear permission.

This policy ensures that your personal information is processed with the utmost care, in compliance with applicable laws, and only for the purposes outlined above.

To the extent we store and use de-identified personal data, we will not attempt to re-identify the information, except

to test our de-identification methods.

How We Share Data

In addition to the specific situations discussed elsewhere in this Policy we may share personal data in the following situations:

Affiliates and Acquisitions. We may share data with our affiliates (*e.g.*, parent company, sister companies, subsidiaries, joint ventures, or other companies under common control). If a company acquires or enters negotiations to acquire, our company, business, or assets, we may share data with that company.

Other Disclosures without Your Consent. We may share data to cooperate with law enforcement, participate in a legal process, or for legal compliance. We may share your data to establish or exercise our rights, to defend against legal claims, to investigate, prevent, or act on possible illegal activities, threats to safety of person or property, or a violation of our policies.

Public. Some of our websites may allow for comments or reviews in a public forum. If you post on these pages, what you share may be publicly available.

Service Providers. We may share your data with service providers. Service providers may help us to run our website, conduct surveys, provide technical support, process payments, fulfill orders, and more.

Professional Services. We may share personal data with our professional service providers, such as auditors or lawyers.

Other Disclosures with Your Consent. We may share your data with third parties when you consent or direct us to.

Some areas require us to disclose whether the following categories of personal data are collected, shared with third parties for a “business purpose,” or “shared for targeted advertising.” The table below indicates the categories of personal data we collect and transfer in a variety of contexts. We do not “sell” your personal data for money.

Category of Personal Data	Category of Recipients	
	Disclosures for a Business Purpose	Sharing for Targeted Advertising
Identifiers – this may include things like name, alias, postal address, unique personal identifier, online identifier, email address, or account name.	<ul style="list-style-type: none"> ● Affiliates or subsidiaries. ● Data analytics providers. ● Internet service providers. ● Joint marketing partners. ● Operating systems and platforms. ● Other Service Providers. ● Payment processors and financial institutions. ● Professional services organizations, this may include auditors and law firms. ● Social networks. 	<ul style="list-style-type: none"> ● Advertising networks.
Financial Information – this may include bank account number, credit card number, debit card number, and other financial information.	<ul style="list-style-type: none"> ● Affiliates or subsidiaries. ● Other Service Providers. ● Payment processors and financial institutions. 	Not shared for targeted advertising.

Category of Recipients

Category of Personal Data	Disclosures for a Business Purpose	Sharing for Targeted Advertising
	<ul style="list-style-type: none"> Professional services organizations, this may include auditors and law firms. 	
Characteristics of protected classifications – this may include age, sex, race, ethnicity, physical, or mental handicap, etc.	<ul style="list-style-type: none"> Affiliates or subsidiaries. Other Service Providers. 	Not shared for targeted advertising.
Commercial information – this may include information about properties viewed, or products or services purchased, obtained, or considered, or other browsing or consuming histories or tendencies.	<ul style="list-style-type: none"> Affiliates or subsidiaries. Data analytics providers. Internet service providers. Joint marketing partners. Other Service Providers. Payment processors and financial institutions. 	<ul style="list-style-type: none"> Advertising networks.
Internet or other electronic network activity information – this may include browsing history, search history, and information regarding an individual’s interaction with an internet website, app, or ad.	<ul style="list-style-type: none"> Affiliates or subsidiaries. Data analytics providers. Internet service providers. Joint marketing partners. Operating systems and platforms. Other Service Providers. 	<ul style="list-style-type: none"> Advertising networks.
Professional or employment-related information – this includes, for example, information submitted by job applicants.	<ul style="list-style-type: none"> Affiliates or subsidiaries. Other Service Providers. 	Not shared for targeted advertising.
Non-public education information (as defined in the Family Educational Rights and Privacy Act)	<ul style="list-style-type: none"> Affiliates or subsidiaries. Other Service Providers. 	Not shared for targeted advertising.
Inferences drawn from any of the information listed above	<ul style="list-style-type: none"> Affiliates or subsidiaries. Data analytics providers. Joint marketing partners. Other Service Providers. 	<ul style="list-style-type: none"> Advertising networks.

International Data Transfers

Our services are primarily hosted in the U.S. If you access our Services from outside the U.S., your personal data may be transferred to, stored in, or processed in the U.S. or other jurisdictions where we engage third-party service providers. Please note that these jurisdictions may have laws and protections that differ from those in your country of residence.

We take steps to safeguard your Personal Information in compliance with applicable data protection laws when transferring it internationally. For personal data from the UK or EEA, we use Standard Contractual Clauses and, where appropriate, the UK International Data Transfer Addendum, to ensure adequate protection. If you'd like more information on our international data transfers and safeguards, please contact us using the details in the "How can you contact us about this policy?" section of this Policy.

Your Privacy Rights

EU Residents

If you live in the European Economic Area (EEA) or the United Kingdom (UK), you have specific rights regarding your personal information. While these rights may have specific limitations and qualifications, we're committed to helping you understand and exercise them. Here's what you should know:

Your Core Rights

Access Your Data. You can request information about what personal data we hold about you and receive a copy of that data.

Correct Your Data. If you find any errors in your personal information, please contact us to have them corrected.

Delete Your Data ("Right to be Forgotten"). In certain situations, you can request that we delete your personal information. This applies particularly when: (1) We originally collected the data based on your consent; (2) You've withdrawn that consent; and (3) We have no other legal basis for keeping your information. If you would like to delete your account information and statistics tied to your usage, please contact us at privacy@aptresidential.com.

Limit How We Use Your Data. You can ask us to restrict how we process your personal information, especially when: (1) You're questioning the accuracy of your data; (2) You need us to maintain data even if we no longer need it temporarily; and (3) You've objected to our use of the data, and we're verifying the situation.

Move Your Data. You have the right to: (1) Receive your personal information in a structured, commonly used, machine-readable format; and (2) Have your data transferred to another organization (where technically feasible).

Object to Data Processing. You can object to: (1) Direct marketing (including profiling); (2) Processing based on our legitimate interests, unless we can demonstrate compelling grounds to continue; and (3) Other specific uses of your data in certain circumstances.

Protection from Automated Decisions. You have the right not to be subject to automated decision-making that: (1) Creates legal effects concerning you; and (2) Significantly impacts you.

Withdraw Consent. If we're processing your data based on your consent, you can withdraw that consent at any time. To withdraw consent, reach out. Note: Withdrawing consent doesn't affect the lawfulness of previous processing

File a Complaint. You have the right to: (1) Submit complaints directly to us about how we handle your data; or (2) File a complaint with your local data protection supervisory authority. You can find their contact details (<https://form.jotform.com/241915160808153>).

Exercising These Rights. We're here to help you understand and use your data privacy rights. If you have questions about these rights or want to exercise them, please contact us at Privacy@aptresidential.com

US Residents

This section applies exclusively to Personal Information collected from consumers residing in the United States. Certain U.S. states, including California, grant specific privacy rights under laws such as the California Consumer Privacy Act (CCPA). "Personal Information" refers to any data that can be linked to an individual or household. Key rights include accessing, correcting, and deleting personal information; obtaining copies of collected data; opting out of data sales, sharing, and targeted advertising; and receiving special protections for sensitive personal information.

APT Residentials collects and processes personal information in accordance with this policy. We do not gather sensitive data to infer user characteristics. We may share personal information in ways that may be considered a 'sale' or 'sharing' under certain U.S. state privacy laws. Where required, we provide opt-out mechanisms. Consumers may request specific notices regarding their rights under applicable laws. Please note that these rights vary by state and are subject to certain exceptions and limitations.

California Residents

Notice to California Residents/Your California Privacy Rights

California Civil Code Section 1798.83, otherwise known as California's Shine the Light law, permits customers who are California residents to request certain information regarding our disclosure of personal information to third parties for their direct marketing purposes. You have the right to opt out of the sale of your personal information at any time by managing your consent preferences by clicking the Do Not Sell link at the bottom of this page or <https://form.jotform.com/241915160808153>

To make such a request, please write to us at the following address:

Email: Privacy@aptresidential.com

Mail: APT Residential: 4582 S Ulster St Suite 1410, Denver, CO 80237

Phone: (720) 495-9989

RESIDENT OF ANOTHER STATE?

If you are a resident of Colorado, Connecticut, Delaware, Iowa, Maryland, Minnesota, Montana, Nebraska, New Hampshire, New Jersey, Oregon, Tennessee, Texas, Utah or Virginia, you may have certain privacy rights ("Rights") under the applicable laws in your state ("State Privacy Laws").

Right to Access and Confirm. Users can access their personal information and confirm whether APT Residential is processing their data.

Right to Correct and Delete. Users can request the correction of inaccurate personal information and the deletion of their collected data.

Right to Obtain Copies. Users can request copies of the Personal Information collected about them, where feasible.

Right to Opt-Out of "Sales". Users can opt out of data sales, sharing, and targeted advertising practices. To opt out of this, click the "Do Not Sell My Info" link located in the footer of the site or <https://form.jotform.com/241915160808153>

Right to Limit Sensitive Information. Users can request limits on the use and disclosure of sensitive personal information, and in some cases, APT Residential must obtain consent before processing such data.

Right to Non-Discrimination. Users are protected from discrimination for exercising their privacy rights.

Promotional Text Messages. If you get a text message from us that has promotional content, you can opt-out of future text messages by replying “STOP.”

Exercising These Rights. We're here to help you understand and use your data privacy rights. If you have questions about these rights or want to exercise them, please contact us at privacy@aptresidential.com

Some jurisdictions give you the right to make the following choices:

Access. You may request access to your personal data or confirmation that we have data about you. In certain limited cases, you may ask to receive access to your data in a portable, machine-readable form.

List of Third-Party Recipients. You may request a list of specific third parties to which we have disclosed personal information. Some areas also allow you to obtain a list of the categories of third parties to which we have disclosed personal information. You can find that information in the table above under the “How We Share Data” section.

Change. Most of our websites allow you to change your account profile. If our website does not permit you to update or correct certain information, you can ask us to correct inaccurate or incomplete data by contacting us at the address below. We may keep historical data in our backup files as permitted by law.

Deletion. You may ask us to delete your personal data. If required by law, we will grant such a request however, in many cases we must retain your personal data to comply with legal obligations, resolve disputes, enforce agreements, or for other business purposes.

Opt-out of Website Targeted Advertising. You may opt-out of online targeted advertising (e.g., cookies) by clicking the “Cookie Preference” link on the footer of our homepage. Note that if you change browsers or devices, or if you clear your browser’s cache, you may need to click the link again to apply your preference. We do not recognize the “Do Not Track Signal.”

Promotional Emails. You may provide us with your email address to allow us to send newsletters, surveys, offers, or other promotional content, as well as targeted offers from third parties. You can stop receiving such emails by following the unsubscribe instructions at the bottom of those emails. If you choose not to receive such emails, we may still send you service-related communications.

Promotional Text Messages. If you get a text message from us that has promotional content, you can opt-out of future text messages by replying “STOP.”

Not all the rights above are absolute, and they do not apply in all circumstances. We may limit or deny a request because the law permits or requires us to. We will not discriminate against individuals who exercise a privacy right.

Submitting Requests

You may exercise the above rights by contacting us via the contact information below. If you disagree with our denial of a request, you may appeal our decision by contacting us with the subject line “Appeal.”

We will require you to verify your identity for most requests. We may verify your identity by phone or email. Depending on your request, we will ask for your name and details about your lease. In certain situations, we may also ask you to send us a signed declaration confirming your identity.

In some circumstances, you may designate an authorized agent to exercise rights on your behalf.

How We Protect and Retain Data

No method of internet transmission or electronic storage is fully secure. While we use reasonable efforts to protect personal data, we cannot guarantee its security. If we are required to notify you of a security incident, we will do so electronically, in writing, or by phone, as permitted by law.

Some of our websites permit you to create an account. You are responsible for selecting a unique and complex password and keeping it confidential. You are responsible for any access to or use of your account by someone who has obtained your password, whether or not you approved of such access or use. Notify us of unauthorized use of your password or account immediately.

We keep your personal data for only as long as necessary to fulfil the purposes in this Policy unless a longer retention period is required or permitted by law. This includes the purposes of satisfying legal, accounting, tax, or reporting requirements. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the data. We also weigh the potential risk of harm from unauthorized use or disclosure of the data, the purposes for which we obtained the data, whether we can meet those purposes through other means, and applicable legal requirements.

Third-Party Applications/Websites

We may provide links to websites and other third-party content or services that we do not own or operate. We have no control over the privacy and security practices of websites or services we do not own. For details about such third parties’ privacy practices, see their privacy policies.

Do We Collect Information From Minors?

The Services are intended for visitors and users who are eighteen (18) years of age or older (or the applicable minimum age in your country). We do not knowingly solicit, collect, or market data from children under 18. By using the Services, you represent that you are at least 16 or that you are the parent or guardian of such a minor and consent to such minor dependent’s use of the Services. If we learn that personal information from users under 18 has been collected, we will deactivate the account and promptly delete such data from our records. If you become aware that we have collected data from children under 18, please contact us at

Changes To This Privacy Policy

We may change our Policy and privacy practices. New Policies will be published on our website. If changes are material, the Policy that was in place when you submitted personal data to us will generally govern that data unless you consent to the new Policy. Our Policy shows “effective” and “last updated” dates below. The effective date is the date the current version took effect. The last updated date is the date the current version was last substantively changed.

Contact Information

If you have questions, comments, or complaints about our privacy practices, or if you need to access this Policy in a different form due to a disability, please contact us. We will work to address your requests and provide additional privacy-related information.

Phone: (720) 495-9989

Mail: APT Residential: 4582 S Ulster St Suite 1410, Denver, CO 8

Email: privacy@aptresidential.com