



PRIVACY POLICY

Effective Date: August 13, 2026

Regent PM Services AZ, LLC (“Regent,” “we,” “us,” or “our”) respects your privacy and is committed to protecting the personal information we collect and process in connection with the residential properties we manage.

This Privacy Policy describes how we collect, use, disclose, and otherwise process personal information when you visit or interact with websites for properties managed by Regent PM Services AZ, LLC, submit an inquiry or application, communicate with us, become a resident, or otherwise interact with us online or offline.

This Privacy Policy applies to the residential properties managed by Regent PM Services AZ, LLC, including:

- iLuminate Urban Apartments
- Linear Apartment Homes
- The McKinley

This Privacy Policy does not apply to third-party websites, platforms, or services that maintain their own privacy policies.

1. Personal Information We Collect

Depending on how you interact with us, we may collect the following categories of personal information:

Information You Provide to Us

We may collect information you voluntarily provide when you inquire about a property, schedule a tour, submit a contact form, apply for housing, sign a lease, make a payment, submit a maintenance request, communicate with property management, or otherwise interact with us.

This information may include:

- Name
- Email address
- Telephone number
- Mailing or residential address
- Preferred move-in date and housing preferences
- Rental application information
- Employment and income information
- Identification and verification information
- Online portal account and login information
- Payment and transaction information, including financial account, bank account, and credit or debit card numbers when you pay online through ResidentPay or a similar payment feature
- Lease and residency information
- Vehicle and parking information
- Pet information
- Maintenance requests and related communications
- Communications and correspondence with us
- Other information you choose to provide

Certain information collected during the rental application, screening, leasing, or payment process may be collected or processed on our behalf by third-party service providers.

Information Collected Automatically

When you visit our websites or use our online services, certain information may be collected automatically, including:

- IP address
- Browser type
- Device type
- Operating system
- Pages viewed and links clicked
- Date and time of visits
- Referring website or source
- Website interaction and usage information
- Cookie and similar technology identifiers

We and our service providers may use cookies, pixels, analytics technologies, and similar tools to operate our websites, understand website usage, improve our services, and, where applicable, support advertising and marketing activities.

2. How We Use Personal Information

We may use personal information to:

- Respond to inquiries and requests
- Provide information about available apartments, pricing, amenities, and leasing opportunities
- Schedule and manage property tours
- Process rental applications and facilitate resident screening
- Prepare, administer, and manage leases
- Provide property management and resident services
- Process payments and maintain transaction records
- Manage maintenance requests
- Communicate with prospects, applicants, residents, and former residents
- Send operational, informational, and service-related communications
- Send marketing communications where permitted by law
- Operate, maintain, secure, and improve our websites and services
- Analyze website usage and performance
- Prevent fraud, misuse, security incidents, and other unlawful activity
- Maintain business and property records
- Comply with applicable laws, regulations, legal processes, and contractual obligations
- Establish, exercise, or defend legal claims
- Carry out other purposes disclosed to you at the time information is collected

3. Text Messages and Mobile Information

If you provide your mobile telephone number and consent to receive text messages, we may use your number to send communications related to property inquiries, leasing, residency, maintenance, account information, and marketing, as applicable and consistent with your consent.

Message frequency may vary. Message and data rates may apply. You may reply **STOP** to opt out of text messages and **HELP** for assistance.

Consent to receive marketing text messages is not a condition of purchasing goods or services, applying for housing, or entering into a lease.

Mobile information obtained in connection with SMS consent will not be sold or shared with third parties or affiliates for their own marketing or promotional purposes. Text messaging originator opt-in data and consent will not be shared with third parties for their own marketing purposes.

We may disclose mobile information to service providers that assist us in delivering and supporting text-message communications, subject to appropriate restrictions on their use of the information.

4. How We Disclose Personal Information

We may disclose personal information as reasonably necessary for the purposes described in this Privacy Policy, including to:

Service Providers

We may provide personal information to companies that perform services on our behalf, such as:

- Property management technology providers
- Website hosting and technology providers
- Leasing and resident-management platforms
- Payment processors
- Resident screening and verification providers
- Maintenance and property service providers
- Communications and messaging providers
- Analytics providers
- Marketing and advertising service providers
- Professional advisers, including attorneys, accountants, auditors, and insurers

These providers may process personal information on our behalf in connection with the services they provide to us.

Property Owners and Business Partners

We may disclose information to property owners, asset managers, and other parties involved in the ownership, operation, financing, or management of a property where reasonably necessary for legitimate property-management and business purposes.

Legal and Compliance Purposes

We may disclose personal information when we believe disclosure is necessary or appropriate to comply with applicable law, regulation, subpoena, court order, governmental request, or other legal process; protect our rights or property; protect the safety or rights of others; investigate fraud or unlawful activity; or enforce our agreements.

Business Transactions

Personal information may be disclosed or transferred as part of a merger, acquisition, financing, sale of assets, property sale, reorganization, or similar business transaction, subject to applicable law.

5. Cookies and Similar Technologies

Our websites and service providers may use cookies and similar technologies to enable website functionality, remember preferences, understand how visitors interact with our websites, measure website performance, and support marketing and advertising activities.

Some third parties may collect information about your activity over time and across different websites or online services.

You may be able to control certain cookies through your browser settings or through privacy controls made available on our websites.

6. Third-Party Services and Links

Our websites and online services may contain links to or integrations with third-party websites and services. Those third parties may collect and process information according to their own privacy policies.

We encourage you to review the privacy practices of third-party websites and services before providing personal information to them.

7. Data Retention

We retain personal information for as long as reasonably necessary to fulfill the purposes for which it was collected, comply with our legal and contractual obligations, resolve disputes, maintain appropriate business records, and enforce our agreements.

Retention periods may vary depending on the type of information, the nature of our relationship with you, applicable legal requirements, and legitimate business needs.

8. Data Security

We maintain reasonable administrative, technical, and physical safeguards designed to protect personal information against unauthorized access, loss, misuse, alteration, or disclosure.

However, no method of transmitting information over the Internet or storing information electronically can be guaranteed to be completely secure.

If we experience a security incident affecting your personal information, we will notify you and, where required, applicable regulators, consistent with applicable law.

For Arizona residents, where required by Arizona law (A.R.S. § 18-552), we will provide notice of a breach affecting your personal information within 45 days of confirming the breach, by written notice, direct email notice, or telephonic notice. Where permitted, we may instead provide substitute notice (which may include email notice, conspicuous website posting, and notice to major statewide media) if the cost of providing individual notice would exceed \$50,000, the number of affected individuals exceeds 100,000, or we do not have sufficient contact information.

9. Your Privacy Choices and Rights

You may have certain rights regarding your personal information depending on where you reside and applicable law. These rights may include the ability to request access to, correction of, or deletion of certain personal information or to exercise other privacy choices.

Privacy laws generally apply based on where a consumer resides, not on where a business's servers, monitoring technologies, or managed properties are located. Regent's residential properties are located in Arizona, and we generally administer this Privacy Policy on that basis. If you reside in a state other than Arizona and wish to exercise rights that may be available to you under the law of your state of residence, please notify us of your state of residence using the contact information in the "Contact Us" section below, and we will evaluate and respond to your request in accordance with the law applicable to you.

You may also:

- Unsubscribe from marketing emails by following the unsubscribe instructions included in those communications.
- Opt out of text messages by replying STOP.
- Adjust certain cookie settings through your browser or available website privacy controls.

To exercise any of these choices, please submit a request using the contact information in the "Contact Us" section below. We may need to verify your identity before processing your request, and, where permitted, you may designate an authorized agent to act on your behalf.

10. Children's Privacy

Our websites and services are intended for individuals seeking information about residential housing and are not directed to children under the age of 13.

We do not knowingly collect personal information online directly from children under 13 without appropriate authorization. If we learn that we have collected such information in a manner inconsistent with applicable law, we will take appropriate steps to address it.

11. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices, technologies, legal requirements, or other circumstances.

When we make changes, we will update the Effective Date at the top of this Privacy Policy. Where required by law, we will provide additional notice regarding material changes.

We review this Privacy Policy at least annually, and more frequently as needed, to reflect changes in our practices or applicable law.

12. Contact Us

If you have questions about this Privacy Policy, our privacy practices, or your personal information, please contact:

Regent PM Services AZ, LLC

Attn: Dana Gomez-Gayne, Chief Compliance Officer & General Counsel

12100 Wilshire Blvd, Suite 1750

Los Angeles, CA 90025

Phone: (310) 806-9800

Email: info@regentproperties.com