

Brookview Realty Management Privacy Policy

Last Updated: March 19, 2026

This Privacy Policy explains how Brookview Realty Management ("we," "us," or "our") collects, uses, and discloses information about users who visit our apartment community websites (the "Sites") and utilize our online services, including resident portals.

1. Information We Collect

We collect information that you provide directly to us, as well as information collected automatically when you use our Sites.

- **Personal Information:** When you submit a contact form, apply for a lease, or use the resident portal, we may collect personal identifiers such as your name, email address, phone number, current address, and government-issued identification.
- **Financial Information:** If you pay rent or application fees online, we or our third-party payment processors collect payment card details or bank account information.
- **Automated Information:** We automatically collect certain information about your device and how you interact with our Sites, including your IP address, browser type, operating system, and pages visited, often through cookies and similar tracking technologies.

2. How We Use Your Information

We use the information we collect for the following business purposes:

- To process lease applications and screen prospective residents.
- To manage your residency, including processing rent payments and maintenance requests.
- To communicate with you regarding your lease, community updates, or inquiries.
- To improve our website functionality and community services.
- To comply with legal obligations and enforce our lease agreements.

3. Sharing of Information

We do not share SMS (Text Messaging) opt-in information.

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

- **Service Providers:** Third-party vendors who perform services on our behalf, such as payment processors, background check agencies, and property management software providers.
- **Legal Compliance:** Law enforcement or government authorities if required by law, subpoena, or standard legal processes.
- **Business Transfers:** In the event of a merger, sale of property, or transfer of management, resident information may be transferred as a business asset.

4. Data Security

We implement reasonable administrative, technical, and physical security measures designed to protect your personal information from unauthorized access, alteration, or

disclosure. However, no electronic transmission or storage system is completely secure, and we cannot guarantee absolute data security.

5. Your Choices and Rights

- **Communications:** You may opt out of receiving promotional emails from us by following the unsubscribe instructions in those emails. You will still receive essential administrative and transactional communications regarding your residency.
- **Cookies:** Most web browsers are set to accept cookies by default. You can usually choose to set your browser to remove or reject browser cookies.

6. Changes to this Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices or relevant laws. We will post the updated policy on this page and change the "Last Updated" date at the top.

7. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at: admin@brookviewrm.com