

# Privacy Policy

**Effective Date:** April 1, 2025

**Last Updated:** June 1, 2026

This Privacy Policy explains how **Lime Spring Apartments LP**, doing business as **The Courts at Lime Spring** (“The Courts at Lime Spring,” “we,” “us,” or “our”), collects, uses, shares, and protects information submitted through our website, online leasing tools, guest-card forms, resident portal links, application portal, email communications, telephone communications, text messaging, and related online services.

This Privacy Policy applies to the website located at **courtsatlimespring.com**, including any related pages, online forms, guest-card submissions, application links, resident-service links, cookie tools, and other online services that link to this Privacy Policy.

The Courts at Lime Spring is located at:

**The Courts at Lime Spring**

135 South Spring Circle

Lancaster, PA 17603

Phone: (717) 384-9800

Email: [thecourts@rpihg.com](mailto:thecourts@rpihg.com)

By using our website, submitting an inquiry, applying for an apartment, contacting us, or using our online services, you acknowledge that your information will be handled as described in this Privacy Policy.

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## 1. Information We Collect

We collect information that you choose to provide to us and information that may be collected automatically when you use our website.

### A. Information You Provide Directly

We may collect personal information when you:

- Submit a guest card or leasing inquiry;
- Request information about availability, pricing, floor plans, amenities, or tours;
- Send us a message through the website;
- Contact us by email, phone, text message, or through an online form;
- Start or submit a rental application;
- Create or access an online account;
- Use a resident portal, maintenance request feature, payment feature, or similar service;
- Sign up for communications from us;

- Submit a resident or prospect review;
- Participate in surveys, reviews, promotions, or feedback requests.

Depending on how you interact with us, this information may include:

- First and last name;
- Mailing address or ZIP/postal code;
- Email address;
- Telephone number;
- Preferred move-in date;
- Desired apartment type, floor plan, or leasing preferences;
- Pet ownership information, including number of pets;
- Referral source or how you heard about us;
- Referrer's first and last name, if provided;
- Messages, questions, comments, or review submissions;
- Login credentials or account information if you create an online account;
- Information submitted as part of a rental application;
- Payment, billing, or transaction-related information if you use an online payment service;
- Maintenance requests or resident-service communications;
- Any other information you voluntarily provide.

If you submit a rental application, additional information may be collected by us or by our application, screening, payment, or property-management service providers. This may include information such as date of birth, Social Security number or taxpayer identification number, employment information, income information, rental history, references, background-screening information, credit-screening information, identity-verification information, emergency-contact information, vehicle information, and other information needed to evaluate or administer an application, lease, tenancy, or resident account.

## B. Information Collected Automatically

When you visit our website, certain information may be collected automatically by us or by our website, hosting, analytics, advertising, property-management, or technology service providers. This may include:

- IP address;
- Browser type;
- Device type;
- Operating system;
- Pages viewed;
- Links clicked;
- Dates and times of visits;
- Referring website or search source;
- General location information derived from IP address;

- Cookie identifiers and similar tracking technologies;
- Website usage and performance information.

This information helps us operate the website, improve user experience, evaluate marketing performance, maintain security, and understand how visitors use our website.

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## 2. How We Use Information

We may use personal information for the following purposes:

- To respond to leasing inquiries and requests for information;
  - To communicate with prospective residents, applicants, residents, guarantors, and other contacts;
  - To schedule tours or respond to questions about availability, pricing, floor plans, amenities, or leasing terms;
  - To process guest cards, applications, account registrations, and leasing-related submissions;
  - To evaluate rental applications and administer the leasing process;
  - To manage resident accounts, maintenance requests, payments, communications, and services;
  - To send notices, confirmations, reminders, updates, and administrative communications;
  - To provide customer service and property-management support;
  - To publish, administer, or respond to resident or prospect reviews, where applicable;
  - To send marketing communications, where permitted by law and consistent with your communication preferences;
  - To analyze website usage and improve our website, advertising, and leasing services;
  - To maintain the security and integrity of our website, systems, property, residents, and records;
  - To detect, prevent, or respond to fraud, unauthorized activity, legal claims, or security incidents;
  - To comply with applicable laws, regulations, court orders, leases, contracts, and legal obligations;
  - To enforce our rights, terms, leases, policies, and agreements;
  - For any other purpose disclosed at the time information is collected or with your consent.
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## 3. Calls, Text Messages, and Email Communications

If you provide your telephone number, you may receive calls or text messages from us or from service providers acting on our behalf regarding leasing inquiries, apartment availability, tours, applications, resident services, maintenance, account matters, or other property-related communications.

Where permitted by law and with any consent required, we may also use your phone number or email address to send marketing or promotional communications related to The Courts at Lime Spring.

You may opt out of marketing emails by using the unsubscribe link provided in the email, if available, or by contacting us directly. You may opt out of marketing text messages by following the instructions in the message, such as replying “STOP,” or by contacting us. Please note that even if you opt out of marketing communications, we may still send non-marketing communications related to applications, leases, resident accounts, maintenance, payments, legal notices, or other transactional matters.

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## 4. Cookies, Analytics, and Similar Technologies

Our website may use cookies, pixels, tags, scripts, analytics tools, and similar technologies to operate the website, remember preferences, improve performance, analyze website traffic, evaluate advertising, and understand how visitors interact with our website.

Cookies are small files that are stored on your browser or device. Some cookies are necessary for website functionality, while others may be used for analytics, personalization, advertising, or performance measurement.

We may use third-party analytics or advertising tools, such as Google Analytics or similar services, to help us understand website traffic and visitor behavior. These tools may collect information such as IP address, device information, browser information, pages visited, and interactions with the website.

You may be able to manage cookie preferences through the “Cookie Preferences” link on our website, through your browser settings, or through tools provided by third-party analytics or advertising providers. If you disable cookies, some website features may not function properly.

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## 5. How We Share Information

We do not sell personal information for money. However, we may share personal information with third parties when reasonably necessary for business, leasing, operational, legal, or service-related purposes.

We may share information with:

- Property owners, property managers, leasing agents, employees, contractors, and affiliated entities involved in operating or managing The Courts at Lime Spring;
- Website hosting, property-management, application, resident-portal, communications, and technology-service providers;
- Application-screening, credit-screening, background-screening, identity-verification, payment-processing, and leasing-service providers;
- Email, telephone, text-messaging, customer-service, marketing, and advertising vendors;

- Maintenance vendors, contractors, utility coordination vendors, and other service providers involved in property operations;
- Accountants, attorneys, insurers, consultants, auditors, and other professional advisors;
- Government agencies, courts, law enforcement, regulators, or other parties when required or permitted by law;
- Other parties in connection with a merger, sale, financing, transfer, restructuring, or other business transaction involving the property, ownership, or management operations;
- Other parties with your consent or as disclosed at the time information is collected.

Service providers that receive personal information are expected to use that information only for the services they provide to us or as otherwise permitted by law.

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## 6. Rental Applications, Screening, and Resident Services

If you apply for an apartment or use online resident services, your information may be processed through third-party platforms, including property-management software, application portals, resident portals, payment processors, screening providers, or identity-verification providers.

These providers may collect and process information under their own privacy policies, terms, and legal obligations. We encourage you to review any privacy notices presented during the application, screening, payment, or resident-portal process.

Information collected for leasing, application, screening, payment, and resident-service purposes may be used to evaluate applications, verify identity, process payments, administer leases, manage resident accounts, respond to maintenance requests, comply with legal obligations, and protect the rights and safety of residents, applicants, the property, and management.

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## 7. Reviews and User Submissions

Our website may allow residents, applicants, prospects, or other users to submit reviews, comments, ratings, feedback, or other content. If you submit a review or other content through the website, the information you provide may be displayed publicly or used to respond to your comments, subject to the terms presented at the time of submission.

You should not include sensitive personal information, financial information, account credentials, Social Security numbers, medical information, or other confidential information in public reviews or other publicly visible submissions.

We may use, moderate, remove, or respond to reviews and submissions in accordance with applicable law, website terms, fair-housing obligations, and our business practices.

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## 8. Data Security

We use reasonable administrative, technical, and physical safeguards designed to protect personal information from unauthorized access, use, disclosure, alteration, or destruction.

However, no website, online system, email system, transmission method, or storage method is completely secure. We cannot guarantee that personal information will never be accessed, used, or disclosed in an unauthorized manner.

If we become aware of a security incident involving personal information, we will respond in accordance with applicable law.

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## 9. Data Retention

We retain personal information for as long as reasonably necessary to fulfill the purposes described in this Privacy Policy, including to respond to inquiries, process applications, administer leases, manage resident accounts, provide services, comply with legal obligations, resolve disputes, enforce agreements, maintain business records, and protect our rights.

Retention periods may vary depending on the type of information, the nature of the relationship, legal requirements, accounting requirements, operational needs, and legitimate business purposes.

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## 10. Your Choices and Rights

You may contact us to request that we update, correct, or delete certain personal information, subject to legal, contractual, operational, and recordkeeping requirements.

You may also contact us to:

- Ask what information we maintain about you;
- Update your contact information;
- Opt out of certain marketing communications;
- Request deletion of certain information, where applicable;
- Ask questions about our privacy practices.

We may need to verify your identity before responding to certain requests. We may decline or limit a request where permitted or required by law, including where information must be retained for leasing, accounting, legal, security, fraud-prevention, dispute-resolution, or property-management purposes.

To submit a privacy request, contact us at:

**The Courts at Lime Spring**  
135 South Spring Circle  
Lancaster, PA 17603

Phone: (717) 384-9800  
Email: [thecourts@rpipg.com](mailto:thecourts@rpipg.com)

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## 11. State-Specific Privacy Rights

Depending on where you reside, certain state privacy laws may provide additional rights regarding personal information. These rights may include the right to know what personal information is collected, the right to request deletion or correction, the right to opt out of certain uses or disclosures, and the right not to be discriminated against for exercising privacy rights.

If a state privacy law applies to us and to your personal information, we will process applicable privacy requests in accordance with that law.

We do not sell personal information for money. If our use of cookies, analytics, advertising tools, or similar technologies is considered a “sale,” “sharing,” or targeted advertising under an applicable state privacy law, you may have the right to opt out of those activities. You may use the cookie-preference tools available on our website or contact us using the information listed above.

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## 12. Children’s Privacy

Our website and services are intended for adults and for individuals seeking rental housing or resident services. They are not directed to children under the age of 13.

We do not knowingly collect personal information online from children under 13. If we learn that we have collected personal information from a child under 13 without appropriate consent, we will take reasonable steps to delete that information as required by law.

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## 13. Third-Party Websites and Services

Our website may contain links to third-party websites, portals, maps, virtual tours, social media pages, payment processors, resident-service platforms, application platforms, screening providers, or other services that we do not control.

This Privacy Policy does not apply to the privacy practices of third-party websites or services. We are not responsible for the content, security, or privacy practices of those third parties. You should review the privacy policies and terms of any third-party websites or services you use.

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## 14. Fair Housing and Legal Compliance

We are committed to complying with applicable fair-housing, leasing, consumer-protection, privacy, and data-security laws. Information submitted to us may be used to administer leasing,

application, resident-service, and property-management activities in a manner consistent with applicable legal obligations.

We may preserve or disclose information when we believe it is reasonably necessary to comply with law, respond to legal process, protect residents or applicants, investigate fraud or security issues, enforce agreements, collect amounts owed, defend legal claims, or protect the rights, property, and safety of The Courts at Lime Spring, its owners, managers, residents, applicants, employees, vendors, or others.

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## 15. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we update the Privacy Policy, we will revise the “Last Updated” date above.

Changes are effective when posted unless otherwise stated. Your continued use of our website or online services after an updated Privacy Policy is posted means you acknowledge the updated Privacy Policy.

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## 16. Contact Us

If you have questions about this Privacy Policy or our privacy practices, please contact us at:

**The Courts at Lime Spring**  
135 South Spring Circle  
Lancaster, PA 17603  
Phone: (717) 384-9800  
Email: [thecourts@rpipg.com](mailto:thecourts@rpipg.com)