



# Privacy Policy

*Last updated: 4/27/2025*

This Privacy Policy (“Policy”) discloses the privacy guidelines that serve as the basis for our user relationships with respect to users of all websites that display a link to this Privacy Policy and that are published by LIVEbe Communities, LLC, and their parent, subsidiary and affiliated companies (collectively “LIVEbe,” “us,” “we,” “our,” or “Company”). LIVEbe is committed to protecting your privacy. In this Policy, we describe our use, disclosure and processing of personal information that we collect online via our Website (as defined below), as well as related to our services.

This Policy is incorporated into and made part of our Terms of Use. Please read our Terms of Use and this Policy carefully. It is your choice whether or not to provide personal information to us. If you choose to do so, you are giving us your express consent to use, process, and disclose your personal information as set forth in this Policy. If you choose not to provide your personal information to us, you may not be able to use our services.

## **Scope of this Policy**

This Policy describes, generally, how we handle and process personal information relating to:

- the use of our websites including, but not limited to, LIVEbe.com, GlenOaksApts.com, GlenOaksApartments.com, TheBowenApts.com, 2HopkinsApts.com, TheCurrentatWatershed.com, TheRemyApts.com, and associated services that link to this privacy notice (collectively, the “Website”);
- our former, current and prospective customers, applicants, residents, partners, employees, vendors, and independent contractors;
- individuals who communicate with us; and
- individuals who use our services and individuals whose personal information we receive in providing the services.

Our collection, use and disclosure, and processing of personal information about individuals will vary depending upon the circumstances.

In this Policy, our use of the term “personal information” includes other similar terms under applicable privacy laws—such as “personal data” and “personally identifiable information.” In

general, personal information includes any information that identifies, relates to, describes, or is reasonably capable of being associated, linked, or linkable with a particular individual.

## **Information We Collect**

When you interact with us, we may collect and process the following categories of personal information:

- Identifiers such as your name, alias, postal address, unique personal identifier, internet protocol address, email address, account name, social security number, driver's license number, and passport number;
- Information that identifies, relates to, describes, or is capable of being associated with, a particular individual, including, signatures, TIN numbers, federal employer identification numbers, social security numbers, physical characteristics or description, address, phone numbers, driver's license or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, and any other financial information;
- Characterizations of protected classifications under state or federal law such as race, color, sex, age, religion, national origin, disability, citizenship status, marital status, medical condition, gender, gender identity, gender expression, pregnancy status, sexual orientation, veteran or military status, and genetic information;
- Commercial information, including records of private property, products or services purchased, obtained or considered, or other purchasing or consuming histories or tendencies;
- Internet or other electronic network activity information including, but not limited to, browsing history, search history, internet protocol address, operating system, browser type, and information regarding your interaction with an internet website, application, or advertisement;
- Geolocation data, including physical location or movements;
- Electronic or similar information;
- Professional or employment-related information that is not publicly available and contains personal identifying information, including current or past job history or performance evaluations and information from background checks, resumes, and personnel files;
- Education information, including student transcripts, academic status, achievements, or discipline;
- Information for other sources, such as public databases, joint marketing partners, social media platforms (including from people with whom you are friends or otherwise connected) and from other third parties;

- Inferences drawn from any of the information listed above to create a profile about a consumer reflecting the consumer's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes;
- Information you may voluntarily submit to us;
- Your participation in marketing and other events; and
- Our communications with you, including whether you opened an email that we sent to you, clicked on any links contained in the email, and information about the device you used to do so.

### **Information We Collect About Your Use of our Website**

*For users of our Website:* When you visit the Website, certain personal information may be passively collected, meaning it is gathered without your actively providing it, including:

- **Log Information:** information about your use of our Website, including your IP address, location data, your browser type and language, access times, the content of any undeleted cookies that your browser previously accepted from us, referring or exit website address, internet service provider, date/time stamp, operating system, locale and language preferences, and system configuration information.
- **Device Information:** We collect information about the computer or mobile device you use to access our Website, including the hardware model, operating system and version, and unique device identifiers.
- **Information Collected by Cookies and Other Tracking Technologies:** We use different technologies to collect information, including cookies and web beacons. Through the use of a cookie, we also may automatically collect information about your online activity on our site, such as the web pages you visit, the links you click, and the searches you conduct on our site. Most browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies. If you choose to decline cookies please note that you may not be able to sign in or use some of the interactive features offered on the Website.
- **Other technologies:** We may use standard Internet technology, such as web beacons and other similar technologies, to track your use of the Website. We also may include web beacons in promotional e-mail messages or newsletters to determine whether messages have been opened and acted upon. The information we obtain in this manner enables us to customize the services we offer to users of the Website to help us improve the Website and your experience, see which areas and features of our Website are popular, and count visits.

The technologies we may use for automatic information collection include:

- **Google Analytics.** We may use Google Analytics provided by Google Inc. Google Analytics uses cookies to collect the information identified above, for example, information about the operating system and the browser that you use, your IP address, the

website you previously accessed (referrer URL) and the date and time of your visit to the Website. On subsequent repeated visits to the Website, frequently used information is automatically displayed for you. We are able to track your usage patterns with the help of the cookies. The information generated by cookies about the use of the Website is transmitted to a Google server, which may be located within or outside of, the United States, and stored there. Google will use this information to evaluate your use of the Website. Google may transfer these rights to third parties insofar as it is required to do so by law or in order that data may be processed on Google's behalf. By accepting this policy, you consent to the processing of your data by Google. You can learn about how Google Analytics collects and processes data [here](#).

- **Cookies.** When you visit our Website, we may assign your device one or more cookies to facilitate access to our site and to personalize your online experience. Through the use of a cookie, we also may automatically collect information about your online activity on our site, such as the web pages you visit, the links you click, and the searches you conduct on our site. Most browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies. If you choose to decline cookies please note that you may not be able to sign in or use some of the interactive features offered on our Website. A cookie is a small text file that is stored on a user's computer for record keeping purposes. Cookies can be either session cookies or persistent cookies. A session cookie expires when you close your browser and is used to make it easier for you to navigate our Website. A persistent cookie remains on your hard drive for an extended period of time. We may allow our authorized service providers to serve cookies from our Website to allow them to assist us in various activities, such as doing analysis and research on the effectiveness of our site, content and advertising. You may delete or decline cookies by changing your browser settings (click "Help" in the toolbar of most browsers for instructions). If you do so, some of the features and services of our Website may not function properly.
- **Pixels:** These are small, invisible objects embedded into a web page. They are also known as "tags," "web bugs," or "pixel gifs." We may use pixels to deliver cookies to your computer, monitor our website activity, make logging into our sites easier, and for online marketing activities. This helps us measure the effectiveness of our marketing efforts and derive insights and analysis that we will use to personalize the content of our communications and to guide our marketing decisions.

## **How We Use Your Personal Information**

While the purposes for which we may process personal data will vary depending upon the circumstances, in general we use personal information for the purposes set forth below.

We may use information that we collect about you to:

- for marketing purposes, including helping us create and deliver content most relevant and impactful to you, develop and measure and improve the effectiveness of our marketing campaigns (if you prefer that we not contact you in this manner please follow the Opt-Out instructions elsewhere in this Policy);

- perform research and analysis about your use of, or interest in, the Website;
- provide you with customer support, or otherwise contact you in response to your requests, comments, and questions);
- administer surveys, sweepstakes, promotions, and contests;
- enforce our terms and conditions;
- support our daily operations including to meet risk, legal, financial, and compliance requirements;
- manage and improve our business and perform functions as otherwise described to you at the time of collection;
- providing training;
- defending our legal rights;
- improving the security, integrity, and functionality of the Website and our services;
- carry out any other purpose described to you at the time the information was collected;
- contacting us: when you contact us, we may ask you to provide, or confirm, personal information so that we can respond to your request; and
- receiving our newsletters, push notifications, or marketing or promotional communications.

We may also use your information in other ways, if you consent to those uses.

### **How We Share Your Personal Information**

As discussed more fully below, we share your personal information as necessary to provide the services you request, including sharing information with service providers; when required by law; to protect rights and safety, and with your consent.

We may share any of the personal information described above with our service providers, vendors, and consultants that perform certain services on our behalf, including corporate affiliates; account servicing systems payment processors, and fraud prevention vendors; shipping providers; word processing, communication applications, and calendar providers; governmental and regulatory agencies; advisors such as lawyers, accountants, auditors, banks, lenders, insurers, and consultants; data analytics, network monitoring services, website hosts, and incident response providers; government entities and law enforcement agencies; merger and/or acquisition parties; insurance and benefits providers; and marketing providers. These services may include customer relationship management software; website hosting; web forms for questionnaires; email marketing vendors; providing customer service; performing business and operations analysis; and supporting our Website. These service providers may have access to personal information needed

to perform their functions but are not permitted to share or use such information for any other purposes. Furthermore, through our partner CLEAR, an individual must complete a selfie that passes a liveness check and matches against the image capture from the Gov ID upload. We encourage you to contact CLEAR for more information if you have any questions about their privacy practices.

We also may disclose your information in the following circumstances:

- your personal information may be shared for legal reasons (e.g., to prevent crime or fraud, or to comply with a court order or legislation) or with your consent;
- to enforce our terms and conditions or other agreements or policies;
- in connection with, or during negotiations of, a substantial corporate transaction, such as the sale of our business, a divestiture, merger, consolidation, or asset sale, or in the unlikely event of bankruptcy;
- to share identifiers, other personal information, internet or network activity, and geolocations with our advertising partners for cross-context behavioral advertising purposes;
- when you provide us with your consent to share your information with third parties.

*Third-Party Privacy Policies:* Any third parties to whom we may disclose personal information may have their own privacy policies which describe how they use and disclose personal information. Those policies will govern use, handling and disclosure of your personal information once we have shared it with those third parties as described in this Policy. If you want to learn more about their privacy practices, we encourage you to visit the websites of those third parties. These entities or their servers may be located either inside or outside the United States.

*Aggregated and Non-personal Information:* We may share aggregated and non-personal information we collect under any of the circumstances set forth in this Policy. We may combine non-personal information we collect with additional non-personal information collected from other sources. We also may share aggregated information with third parties.

## **Your Privacy Rights**

### *How You Can Access Your Information*

You may request to have all of your personal information collected by us removed from our database by emailing a request to [info@LIVEbe.com](mailto:info@LIVEbe.com). We will remove such information as soon as practicable for us, however, we may still retain certain information associated with your account for analytical purposes and record keeping integrity, as well as to prevent fraud, enforce our terms and conditions, take actions we deem necessary to protect the integrity of our Website or take other actions otherwise permitted by applicable law. In addition, if certain information has already been provided to third parties as described in this Policy, retention of that information will be subject to those third parties' policies.

## *Your Choices About Collection and Use of Your Information*

You can choose not to provide us with certain information, but that may result in you being unable to use certain features of our Website because such information may be required in order for you to participate in a survey; or ask us questions.

### *Opt-Out*

If you are a user of our resident portal or have agreed to receiving marketing or promotional emails or newsletters from us, at any time you can choose to no longer receive marketing or promotional emails or newsletters from us by modifying your email preferences by selecting the “Opt-Out” link found in the footer of the communication. You may modify your choice at any time by using the “Opt-Out” link as described above. Please note that changing information in your account, or otherwise opting out of receipt of promotional email communications will only affect future activities or communications from us. If we have already provided your information to a third party before you have changed your preferences or updated your information, you may have to change your preferences directly with that third party.

Even if you opt-out of receiving marketing or promotional communications, you may continue to receive other types of transactional and relationship e-mail communications, such as service announcements, rent payments, notifications relating to your account, and surveys.

### *Data Retention*

Our retention periods for personal data are based on our business needs and legal requirements. We retain your personal information for the period necessary for the processing purpose(s) for which the data was collected, and any other permissible, related purpose unless a longer retention period is required or permitted by law or defined in an agreement. We may retain personal information for longer where required by our regulatory obligations or professional indemnity obligations, or where we believe it is necessary to establish, defend or protect our legal rights and interests or those of others.

We will also retain usage data for internal analysis, to strengthen the security, or to improve the functionality of our service.

## **Additional Information for Residents of Maryland**

This section applies solely to individuals who reside in Maryland and are not acting in a commercial or employment context.

You may have the right to:

- Confirm whether we process your personal information;
- Access your personal data;
- Correct inaccuracies in your personal data;

- Require us to delete your personal data unless we are required by law to retain your personal data;
- Obtain a copy of your personal data in a portable and readily usable format that allows you to easily transmit the data to someone else;
- Obtain a list of the categories of third parties to which we have disclosed your personal data; and
- Opt-out of processing for the purposes of targeted advertising, sale of personal data, or profiling.

To exercise any of the rights described above, please submit a verifiable consumer request to us through the methods below.

Email: [info@LIVEbe.com](mailto:info@LIVEbe.com)

Phone: (240) 621-3200

Mail:

LIVEbe Communities  
5410 Edson Lane Suite 220  
Rockville, MD 20852

Only you, or someone legally authorized to act on your behalf, may make a verifiable consumer request related to your personal information.

We cannot respond to your request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you. Making a verifiable consumer request does not require you to create an account with us. However, we do consider requests made through your password protected account sufficiently verified when the request relates to personal information associated with that specific account.

We will only use personal information provided in a verifiable consumer request to verify the requestor's identity or authority to make the request.

*Response Timing and Format:* We endeavor to respond to a verifiable consumer request within 45 days of its receipt. If we require more time, we will inform you of the reason and extension period in writing.

We will deliver our written response by mail or electronically, at your option. For data portability requests, we will select a format to provide your personal information that is readily useable and should allow you to transmit the information from one entity to another entity without hindrance.

We do not charge a fee to process or respond to your verifiable consumer request unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request.

*Appealing Decisions on Data Requests:* You have the right to appeal a refusal to take action on a request within a reasonable period of time after your receipt of our decision. Within 60 days of receipt of an appeal, we will inform you in writing of any action taken or not taken in response to the appeal, including a written explanation of the reasons for the decisions. If the appeal is denied, you will be provided with an online method through which you may contact the Attorney General of your state of residence to submit a complaint.

### **Transfer of Your Personal Information**

Your information, including personal information, is processed at the LIVEbe operating offices and in any other places where the parties involved in the processing are located. It means that this information may be transferred to—and maintained on—computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from your jurisdiction.

### **Children’s Privacy**

LIVEbe does not knowingly collect personal information from children under 18 without the express consent of the parent or legal guardian. If you are under 18, do not use or provide any information to LIVEbe, use the Website, or provide any information about yourself to us, including your name, address, telephone number, or email address. If we learn we have collected or received personal information from a child under 18 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 18, please contact us at [info@LIVEbe.com](mailto:info@LIVEbe.com).

### **Links to Other Websites**

Our Website may contain links to other websites that are not operated by us. If you click on a third party link, you will be directed to that third party’s site. We strongly advise you to review the Privacy Policy of every site you visit. For your convenience, for example, we may offer links to online tools which allow you to share content from our website with third parties or sites of your choosing, such as Facebook, Twitter, Google or AddThis. Your use of such tools, sometimes called “widgets,” is subject to the privacy policy applicable to the tool or widget that you use. We have no control over and assume no responsibility for the content, privacy policies or practices of any third party sites or services.

### **No Rights of Third Parties**

This Policy does not create rights enforceable by third parties.

### **Changes to this Policy**

We may modify this Policy from time to time and will notify you of any updates to our Policy by posting the revised Policy on our Websites. The last updated date set forth at the top indicates the last time we revised this Policy. We encourage you to review the Policy each time you visit our Websites to see if this Policy has been updated since your last visit.

## Contact Us

If you have any questions about this Policy or our privacy practices, please email us at [info@LIVEbe.com](mailto:info@LIVEbe.com), or contact us by US postal mail at the following address:

LIVEbe Communities  
5410 Edson Lane Suite 220  
Rockville, MD 20852