



Privacy Policy

Effective Date: June 30, 2025

Cynergy Property Management LLC ("we," "our," or "us") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you interact with our website, use our services, or visit any of the properties we manage in Florida and Georgia.

Please read this Privacy Policy carefully to understand our views and practices regarding your personal data and how we will treat it. By accessing our website or services, you consent to the collection and use of your information as outlined in this policy.

1. Information We Collect

We collect various types of information, including personal information, in connection with your use of our services. This may include:

Personal Information

- Contact Information: Name, phone number, email address, postal address.
- Tenant Information: Lease agreements, payment history, maintenance requests, rental application details, and emergency contact information.
- Financial Information: Payment history, banking details (for automated rent payments), and credit reports.
- Demographic Information: Age, gender, and household composition.
- Communication Information: Any correspondence with our team, including emails, calls, or chat messages.
- Website Usage Data: IP address, browser type, operating system, browsing history, and device data.

Non-Personal Information

We may also collect non-personally identifiable information, such as site analytics, cookies, and aggregated data, to improve our services and website functionality.

2. How We Use Your Information

- To Provide Services: Process rental applications, manage leasing agreements, collect payments, and fulfill maintenance requests.
- Customer Support: Respond to inquiries, provide assistance, and communicate about



services or property-related issues.

- **Payment Processing:** Process rental and security deposit payments, provide receipts, and manage financial records.
 - **Marketing Communications:** Send promotional emails, newsletters, and updates about our properties and services (you may opt-out at any time).
 - **Compliance and Legal Obligations:** Comply with applicable federal, state, and local laws, including housing regulations, tenant rights, and tax laws.
 - **Improvement of Services:** Enhance our services, website functionality, and user experience.
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3. Sharing Your Information

We do not sell or rent your personal information to third parties. However, we may share your information under the following circumstances:

- **Service Providers:** We may share your information with trusted service providers who assist us in providing services (e.g., payment processors, maintenance vendors).
 - **Legal Compliance:** We may disclose your personal information when required by law, such as in response to subpoenas, court orders, or requests from government agencies.
 - **Business Transfers:** In the event of a merger, acquisition, or sale of all or a portion of our assets, your information may be transferred as part of that transaction.
 - **Credit Reporting Agencies:** We may report your payment history to credit bureaus as part of our tenant management procedures.
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4. Data Retention

We will retain your personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, comply with legal obligations, resolve disputes, and enforce agreements. If you are no longer a tenant, we may retain certain data in accordance with applicable state and federal laws.

5. Security of Your Information

We take reasonable and appropriate steps to protect the personal information you provide from unauthorized access, disclosure, alteration, or destruction. These steps include physical, electronic, and managerial safeguards designed to protect your data.



However, no method of transmission over the internet or electronic storage is 100% secure. While we strive to protect your personal data, we cannot guarantee absolute security.

6. Your Rights and Choices

You have certain rights regarding your personal data under federal, state, and local laws, including:

- Access and Correction: You may request access to the personal data we hold about you and request that we correct or update any inaccuracies.
 - Deletion: You may request that we delete your personal data, subject to certain legal limitations (e.g., if we are required to retain it for legal or contractual reasons).
 - Opt-Out of Marketing Communications: You may opt-out of receiving marketing emails by clicking the "unsubscribe" link in our emails or contacting us directly.
 - Do Not Track: Our website does not respond to "Do Not Track" signals at this time.
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7. Children's Privacy

Our services are not directed at individuals under the age of 18, and we do not knowingly collect personal information from minors. If we learn that we have collected personal information from a child under 18, we will take steps to delete that information as soon as possible.

8. State-Specific Privacy Rights

Florida

Florida residents may have additional privacy rights under the Florida Information Protection Act (FIPA), including the right to request access to or deletion of personal data, as well as the right to receive a copy of the data collected. If you are a Florida resident and wish to exercise any of these rights, please contact us using the details provided below.

Georgia

Georgia residents have the right to request information regarding the collection, use, and sharing of their personal data. If you are a Georgia resident and wish to exercise your rights under Georgia's Privacy Act, please contact us.

9. Changes to This Privacy Policy



We may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or the way we collect and use information. When we make material changes to this policy, we will post an updated version on our website and update the "Effective Date" at the top of this page.

10. Contact Us

If you have any questions about this Privacy Policy or wish to exercise your privacy rights, please contact us:

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