

Privacy Policy

Effective Date: July 23, 2026

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

This Privacy Policy is a notice of our data practices. It does not, by itself, create consent to receive text messages, marketing communications, or other communications for which separate consent is required. When consent is required, we request it through a separate, clearly disclosed opt-in process.

1. Information We Collect

We may collect the following categories of information, depending on how you interact with us:

- **Contact information:** Name, mobile and other telephone numbers, email address, postal address, and emergency-contact information.
- **Applicant and resident information:** Rental applications, identity-verification information, lease records, household information, payment history, maintenance requests, communications, and other information needed to provide property-management and housing services.
- **Financial and screening information:** Payment and banking information used to process authorized transactions and information received through tenant-screening or consumer-reporting processes, subject to applicable law.
- **Communications information:** Emails, call records, SMS and MMS messages, chat messages, message content, attachments, dates and times, delivery status, and records of consent, revocation, or opt-out requests.
- **Website and device information:** IP address, browser type, operating system, device identifiers, pages viewed, referral information, cookies, and similar analytics data.
- **Other information you provide:** Information submitted through forms, surveys, property visits, resident portals, leasing inquiries, customer-service interactions, or other communications.

2. How We Collect Information

- Directly from you when you submit an application, complete a form, enter into a lease, contact us, request maintenance, make a payment, opt in to communications, or otherwise interact with us.
- Automatically through our websites, resident portals, cookies, analytics tools, communications platforms, and related technologies.
- From properties we manage, property owners, service providers, payment processors, tenant-screening providers, consumer-reporting agencies, maintenance vendors, public records, and other sources permitted by law.

3. How We Use Your Information

- **Property-management and housing services:** Process leasing inquiries and rental applications, administer leases, coordinate tours and move-ins, manage resident accounts, collect payments, fulfill maintenance requests, provide notices, and operate the properties we manage.
- **Communications and customer support:** Respond to questions, provide assistance, document requests, and communicate regarding applications, appointments, tours, inspections, maintenance, payments, renewals, community matters, emergencies, and other property-related issues.
- **Text messaging:** Send informational and customer-care text messages as described in Section 4 and the SMS Terms & Conditions.
- **Security and fraud prevention:** Verify identity, protect accounts, detect and prevent fraud or misuse, maintain security, and investigate incidents.
- **Legal and compliance purposes:** Comply with housing, consumer-reporting, tax, recordkeeping, court, regulatory, and other legal obligations; establish or defend legal claims; and enforce agreements and policies.
- **Business operations and improvement:** Maintain records, analyze service performance, improve our websites and services, train personnel, and support internal reporting and quality assurance.
- **Marketing:** Send email or other non-SMS marketing communications only as permitted by law and subject to applicable opt-out rights. Our current SMS program described below is informational and customer-care oriented and does not include marketing or promotional text messages.

4. SMS Privacy, Consent, and Messaging Practices

Cynergy uses business text messaging for informational and customer-care communications with applicants, prospects, residents, former residents, vendors, and other individuals who interact with us. These messages may be sent by Cynergy employees, personnel at a property we manage, or service providers acting on our behalf through an Application-to-Person (A2P) messaging platform.

Message Types

- Leasing inquiries, apartment availability, tour scheduling, appointment reminders, rental-application status, document requests, screening or approval updates, and move-in coordination.
- Maintenance scheduling and updates, inspection notices, resident-service communications, account notifications, payment reminders or receipts, lease and renewal communications, community notices, emergency or safety-related property updates, and customer-support conversations.

The SMS program covered by this policy does not include marketing or promotional text messages. Any future marketing SMS program will be treated as a separate campaign and will require separate, express consent and separate disclosures before messages are sent.

How Consent Is Obtained

We do not treat the mere provision of a telephone number, use of our website, submission of a rental application, or acceptance of this Privacy Policy as blanket consent to receive recurring text messages. When consent is required, you must affirmatively opt in through a clearly disclosed method, which may include:

- Selecting an optional, unchecked SMS consent box on a website or electronic form.
- Signing a paper or electronic SMS authorization.
- Initiating a text conversation and clearly requesting assistance or information, which may serve as consent for non-marketing replies related to that request.

The SMS disclosure presented at opt-in will identify Cynergy or the applicable managed property, describe the message types, state the expected frequency, disclose that message and data rates may apply, explain how to obtain help and opt out, and provide access to this Privacy Policy and the SMS Terms & Conditions.

Consent to receive SMS messages is not a condition of submitting a rental application, entering into a lease, purchasing a service, or receiving housing-related services. You may choose to communicate with us through other available channels.

Message Frequency and Charges

Message frequency varies based on your requests and relationship with us but will not exceed 10 messages per day unless there is a notification event. Message and data rates may apply. Your wireless carrier may charge you for sending or receiving messages.

Opt-Out and Help

You may stop messages from a particular sending number at any time by replying STOP. We may send one final confirmation message, after which no additional messages will be sent from that number unless you affirmatively opt in again. We will also honor other reasonable revocation requests as required by applicable law. Reply HELP for assistance, call us at (786) 664-9281, or email info@cynergypm.com.

Opting out of SMS does not prevent you from communicating with us by telephone, email, resident portal, mail, or in person. Opting out from one sending number or messaging program may not automatically opt you out from a separate number or program, so please follow the opt-out instructions for each applicable conversation.

Mobile Information and SMS Consent Are Not Shared for Marketing

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes at any time. We do not sell, rent, or provide mobile phone numbers, SMS opt-in data, or SMS consent to third parties or affiliates for their independent marketing or promotional use. All data-sharing categories in this Privacy Policy exclude text-messaging originator opt-in data and consent.

We may disclose limited mobile information to communications providers and other service providers that help us deliver, route, secure, archive, or administer the SMS program, but only as necessary to perform services for us and not for their independent marketing or promotional purposes.

Consent Records and Reassigned Numbers

We maintain records of SMS consent, inbound requests, opt-outs, and related messaging activity for compliance, dispute resolution, and preference management. Depending on the consent method and applicable requirements, these

records may be retained for up to seven years or longer when required by law or reasonably necessary for legal or operational purposes.

Please notify us if you stop using or transfer a mobile number that you previously provided. We may use reasonable processes to identify deactivated or reassigned numbers and discontinue messages when appropriate.

5. Sharing Your Information

We do not sell or rent personal information. We may disclose information in the following circumstances, subject to the special restrictions on mobile information and SMS consent described in Section 4:

- **Service providers:** Vendors that support payment processing, resident portals, communications, text-message delivery, maintenance, screening, analytics, document storage, hosting, security, and other business functions. These providers may use information only as authorized to perform services for us.
- **Property owners and managed properties:** Owners, affiliates, and personnel associated with the property relevant to your application, lease, residency, inquiry, or request, as necessary to provide services and operate the property.
- **Legal and safety disclosures:** Government authorities, courts, law-enforcement agencies, regulators, or other parties when required by law or reasonably necessary to protect rights, safety, property, residents, employees, or the public.
- **Business transactions:** A successor or potential successor in connection with a merger, acquisition, financing, reorganization, or sale of assets, subject to appropriate confidentiality and applicable law.
- **Consumer-reporting and screening:** Consumer-reporting agencies, screening providers, and other authorized parties when permitted by law and relevant to a rental application, resident account, or payment history.
- **At your direction or with your consent:** Other parties when you direct us to disclose information or provide separate consent.

6. Data Retention

We retain personal information for as long as reasonably necessary to provide services, manage applicant and resident relationships, document communications and consent, comply with legal and contractual obligations, resolve disputes, protect security, and enforce agreements. Retention periods vary based on the type of information, the property relationship, legal requirements, and operational needs.

7. Security of Your Information

We use reasonable administrative, technical, and physical safeguards designed to protect personal information from unauthorized access, disclosure, alteration, or destruction. No method of transmission or storage is completely secure, and we cannot guarantee absolute security. Text messages may be stored on your device and transmitted through wireless carriers and service providers outside our direct control. Do not send highly sensitive information, such as full bank-account numbers or Social Security numbers, by text unless we specifically provide a secure method.

8. Your Rights and Choices

- **Access and correction:** You may ask to access or correct certain personal information we maintain, subject to verification and legal limitations.
- **Deletion:** You may request deletion of certain information, subject to legal, contractual, security, recordkeeping, and operational exceptions.
- **Marketing email:** You may opt out by using the unsubscribe link in a marketing email or contacting us.
- **Text messages:** Reply STOP to the applicable sending number or contact us as described in Section 4.
- **Cookies and browser controls:** You may manage cookies through your browser settings. Our website may not respond to all browser-based "Do Not Track" signals.
- **Verification:** We may need to verify your identity and authority before fulfilling a privacy request.

9. Children's Privacy

Our websites and services are not directed to children under 18, and we do not knowingly collect personal information directly from children under 18 through our websites for independent use. Information concerning minors may be provided by a parent, guardian, applicant, or resident as reasonably necessary for housing and property-management purposes. If you believe a child has provided personal information to us without appropriate authorization, please contact us.

10. Applicable State Privacy Rights

Residents of Florida, Georgia, and other states may have privacy rights under applicable law. The availability and scope of those rights may depend on the law, the nature of our business and data processing, exemptions, and your relationship with us. Where applicable, rights may include access, correction, deletion, portability, or the ability to opt out of certain data uses. To submit a request, contact us using the information in Section 13. We will review and respond in accordance with applicable law.

11. Third-Party Websites and Services

Our websites, portals, or messages may link to third-party websites or services. Their privacy and security practices are governed by their own policies. We are not responsible for third-party practices, and we encourage you to review the applicable notices before providing information.

12. Changes to This Privacy Policy

We may update this Privacy Policy to reflect changes in our practices, services, technology, legal requirements, or messaging programs. We will post the updated version on our website and revise the Effective Date. When required, we will provide additional notice or obtain new consent before applying a material change to previously collected information or an existing messaging program.

13. Contact Us

Questions, privacy requests, and SMS support or opt-out requests may be directed to:

Company	Cynergy Property Management, LLC
Address	3600 Red Rd, Suite 302, Miramar, FL 33025
Phone	(786) 664-9281
Email	info@cynergypm.com
Privacy Policy	https://www.cynergypm.com/privacy-policy
SMS Terms	https://www.cynergypm.com/sms-terms-and-conditions

For emergencies involving an immediate threat to life or safety, call 911. SMS channels may not be monitored continuously.