

## **PRIVACY POLICY**

United Property Management, Inc. (collectively, “we,” “us,” “our”) are committed to protecting individual privacy and maintaining the trust of our residents or prospective resident. It is important to us that we provide transparency regarding our resident’s or prospective resident’s personal information. To help us meet this commitment to you, we have created this Privacy Policy, which explains how we collect, use, disclose, and protect your personal information when you use our website. Please note that this Privacy Policy only governs the processing of personal information in the United States.

- 1. Information We Collect** - We collect the following types of information:
  - a) **Personal Information** – Rental application details and/or information that identifies you, such as: Your name, address, email address, phone number, etc.
  - b) **Non-Personal Information** - Information that does not identify you, such as: IP address, browser type, operating system, usage details i.e., pages you visited, time spent on the Websites, etc.
  - c) **Voluntary Information** - Information you provide voluntarily, including but not limited to, payment information, maintenance requests, surveys, participation in community activities, etc.
- 2. How We Use Your Information** - We use your information to:
  - a) Process rental applications and provide resident, prospective resident services, including but not limited to, facilitate communication between our residents and management, process service requests and maintenance orders, share important community announcements and services, provide statutory and voluntary notices, updates, enhance website functionality and user experience.
  - b) To comply with legal obligations.
  - c) To send service-related and promotional communications.
- 3. Sharing Your Information** - We do not sell or rent your personal information. However, we may share your information in the following cases:
  - a) **With our Management Team:** To address service requests, communicate important updates, and etc.
  - b) **With Service Providers:** For maintenance, technical support, and authorized third-party applications that offer services to you, as a prospective resident and/or resident of our community.
  - c) **Third-Party Links** - Our website may include links to third-party websites. We are not responsible for the privacy practices or content of those websites.
  - d) **As Required by Law:** To comply with legal obligations or protect rights and safety.
- 4. Data Storage and Security** - We implement reasonable security measures to protect your data, including:
  - a) Encryption of sensitive data, regular security audits, access controls to prevent unauthorized access, but cannot guarantee absolute security.
  - b) We do not sell your personal information.
  - c) Information may be shared with third-party service providers for rental processing, maintenance requests, payment processing, or other services provided to prospective residents/residents.
- 5. Cookies and Tracking:** Our website may use cookies to improve user experience by storing login preferences, tracking website analytics, examining website traffic and usage patterns. You can manage or disable cookies through your browser settings.

6. **Your Choices and Rights:** You have the right to access and review your personal data, request corrections or updates to your information, request the deletion of your data subject to legal and operational requirements, opt-out of email notifications or communications. To exercise these rights, please contact our Customer Service at [customerservice@unitedpropertymgt.com](mailto:customerservice@unitedpropertymgt.com) or (305) 558-0060 and/or United Property Management, Inc. 8730 NW 36<sup>th</sup> Avenue Miami, FL 33147.
7. **Children's Privacy:** This Website is not intended for individuals under the age of 18, without adult supervision. We do not knowingly collect information from minors.
8. **Changes to This Privacy:** We may update this Privacy Policy from time to time. You understand that it is your responsibility to review these Websites periodically for any changes/additions. The updated Terms will be binding, so it is recommended that you review the latest version of these Terms whenever you visit the Websites.
9. **Contact Us:** If you have any questions or concerns about this Privacy Policy, please contact us at: Customer Service [customerservice@unitedpropertymgt.com](mailto:customerservice@unitedpropertymgt.com) or (305) 558-0060 and/or United Property Management, Inc. 8730 NW 36<sup>th</sup> Avenue Miami, FL 33147.

**ACKNOWLEDGEMENT** By using our website, you acknowledge that you have read, understand, and agree to the terms and conditions of our Privacy Policy.