

Privacy Policy for Online Application and Resident Payment Portal

Last Updated: March 13, 2025

Introduction

We at TSB Management Group, LLC are committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our Online Application and Resident Payment Portal ("the Portal"). By accessing or using the Portal, you agree to the terms of this Privacy Policy.

1. Information We Collect

We may collect the following types of personal information when you use the Portal:

- **Personal Identification Information:** Name, email address, phone number, mailing address, date of birth, and other information necessary for registration and identification.
- **Payment Information:** Payment card details, billing address, and other financial data to process payments.
- **Usage Information:** IP address, browser type, operating system, and other technical details about your visit to the Portal, including usage patterns and device information.
- **Account Information:** Login credentials, preferences, transaction history, and other data related to your account.

2. How We Use Your Information

We use the information we collect for the following purposes:

- To create and manage your account on the Portal.
- To process payments and ensure your transactions are secure.
- To respond to your inquiries and provide customer support.
- To personalize your experience on the Portal and improve its functionality.
- To send you relevant notifications, updates, and service-related communications.
- To comply with legal obligations, resolve disputes, and enforce our agreements.

3. How We Protect Your Information

We implement security measures to protect your personal information from unauthorized access, alteration, disclosure, or destruction. These measures include encryption, firewalls, and secure data storage practices. However, no method of transmission over the Internet or method of electronic storage is 100% secure. While we strive to protect your information, we cannot guarantee absolute security.

4. Sharing Your Information

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

- **With Service Providers:** We may share your information with trusted third-party vendors who assist us in operating the Portal and processing payments, such as payment processors and hosting services.
- **To Comply with Legal Requirements:** We may disclose your information when required by law, such as in response to a subpoena or government request.
- **In Case of Business Transfers:** In the event of a merger, acquisition, or sale of assets, your information may be transferred as part of the transaction.

5. Cookies and Tracking Technologies

We may use cookies, web beacons, and similar tracking technologies to enhance your experience on the Portal. These tools help us collect information about how you use the Portal and enable us to improve our services.

You can manage cookie preferences through your browser settings, but some features of the Portal may not function properly if cookies are disabled.

6. Third-Party Links

The Portal may contain links to third-party websites. We are not responsible for the privacy practices or content of these external sites. We encourage you to read the privacy policies of those sites before providing any personal information.

7. Your Rights and Choices

You have certain rights regarding your personal information, including the right to:

- Access and review the information we hold about you.
- Correct or update inaccurate information.
- Delete your account and request the removal of your data, subject to applicable legal obligations.
- Opt-out of marketing communications by following the unsubscribe instructions provided in our emails.

To exercise any of these rights, please contact the property management office at your community.

8. Children's Privacy

The Portal is not intended for children under the age of 13. We do not knowingly collect personal information from children. If we learn that we have collected personal information from a child under 13, we will take steps to delete that information as soon as possible.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we make changes, we will revise the "Last Updated" date at the top of the policy. We encourage you to review this policy periodically to stay informed about how we are protecting your information.

10. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your personal information, please contact us at:

TSB Management Group, LLC
201 Wylderose Commons
Suite 200
Midlothian, VA 23113
804-897-8300
www.tsbmng.com