Website Privacy Policy

Effective date: October 21, 2026

About this policy

This Privacy Policy explains how Cayce Cove and the property owner and management team acting on its behalf (collectively, “we,” “us,” or “our”) collect, use, and disclose personal information through the Cayce Cove website and related online inquiries. It applies to prospective residents, residents, guarantors, and other visitors. Rental applications, resident portals, screening, and payment services may provide additional privacy notices that apply to those services.

Information we collect

Information you provide may include your name, email address, telephone number, current address, school affiliation, preferred floor plan, anticipated move-in date, tour requests, and messages. If you begin an application or use a resident service, the relevant service may request additional information, such as identity, employment, income, guarantor, or payment details. Please use the designated secure application or payment service for sensitive information rather than general inquiry forms.

Information collected automatically

When you use the website, we and our service providers may collect your IP address, browser and device information, referring website, pages visited, dates and times of visits, and interactions with website content. Cookies, pixels, and similar technologies may be used to support website functions, remember preferences, measure performance, and understand how visitors find and use the website.

How we use information

We use information to respond to inquiries, schedule tours, communicate about apartments and availability, support applications and resident services, operate and improve the website, measure marketing effectiveness, help prevent fraud, maintain security, and meet legal obligations. Where permitted by law and subject to any required consent, we may also send information about leasing opportunities, promotions, or community updates.

How we disclose information

We may disclose information to the property owner, management company, and authorized personnel who need it for the purposes described in this policy; to service providers supporting website hosting, leasing systems, communications, analytics, applications, and payments; and to professional advisers or authorities where appropriate to comply with law, protect rights and safety, or address fraud. Information may also be disclosed in connection with a property sale, management transition, merger, or similar transaction, subject to applicable law.

Cookies and advertising

If advertising tools are enabled, we and advertising partners may use cookies or similar technologies to measure campaigns and show relevant advertisements on this and other websites. These tools may collect device identifiers and browsing activity. Certain disclosures for advertising may qualify as a “sale,” “sharing,” or “targeted advertising” under applicable privacy laws. You can manage cookies through your browser and through any cookie preference controls provided on the website. Blocking cookies may affect some features. Browser controls alone may not exercise every privacy right; contact us about additional choices available under applicable law.

Email and text message choices

You may unsubscribe from promotional emails using the unsubscribe link in those messages. If you enroll in a text messaging program, the enrollment disclosure and program terms will describe consent, message frequency, and any charges. Follow the instructions in the messages to opt out, including replying STOP where supported, or contact us for assistance. Opting out of promotional messages does not necessarily stop essential communications about an application, lease, account, or service. This policy itself does not constitute consent to receive marketing calls or texts.

Your privacy requests

Depending on your residence and applicable law, you may have rights to access, correct, delete, or receive a copy of your personal information, or to opt out of certain uses and disclosures, including sale, sharing, or targeted advertising. Contact us using the information below to submit a request or ask about available rights. We may need to verify your identity or an authorized agent’s authority. Requests are subject to applicable legal exceptions and verification requirements. Where applicable law provides an appeal right, you may contact us to appeal a decision. We will not unlawfully discriminate against you for exercising a privacy right.

Retention and security

We retain personal information for as long as reasonably necessary for the purposes described in this policy, including administering inquiries and services, maintaining required records, resolving disputes, and meeting legal obligations. Retention periods depend on the type of information and relevant requirements. We use reasonable administrative, technical, and physical safeguards designed to protect personal information. No internet transmission or storage system can be guaranteed completely secure.

Other websites and services

The website may link to or embed services operated by others, including maps, virtual tours, social media, application systems, and resident portals. Those services may collect information under their own privacy notices. Review their notices before providing information or using those services.

Children’s privacy

The website is intended for prospective residents and other people seeking information about housing and is not directed to children under 13. We do not knowingly collect personal information from children under 13 through the website. If you believe a child under 13 has provided information, contact us so we can review and address it.

Changes to this policy

We may update this policy as our practices or legal requirements change. The updated version will be posted on this page with a revised effective date. We will provide additional notice or obtain consent when required by applicable law.

Contact us

For privacy questions or requests, contact Cayce Cove and ask that your inquiry be directed to the team responsible for website privacy.

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