



THE RETREAT

AT TIFFANY WOODS

Privacy Policy

This Privacy Policy is effective as of October 1, 2025.

This Privacy Policy explains how Tiffany Woods Apartments, LLC dba The Retreat at Tiffany Woods and our third party management company Reed Street Management, LLC (collectively, "The Retreat at Tiffany Woods," "we," "us," or "our") collects, uses, discloses, and protects personal information in connection with our apartment community located at 9519 N Ambassador Drive, Kansas City, Missouri 64154 and our website theretreatattiffanywoods.com (the "Site"), as well as our leasing, property management, and maintenance services (the "Services"). This Policy applies to information we collect online and offline from prospects, applicants, residents, household occupants, guarantors, and other individuals who interact with us.

Contact information

- Address: 9519 N Ambassador Drive, Kansas City, MO 64154
- Phone: 816-801-5224
- Email: manager@theretreatattiffanywoods.com

Scope and audience

- We provide leasing, management and maintenance services for 1-to-3-bedroom residential apartments and related services to individual renters/consumers in Kansas City, Missouri.
- This Policy covers our Site, leasing and resident portals provided by our technology partners, in-person office interactions, phone calls, texts, emails, and any other interactions with us.
- We maintain pages on Facebook and Instagram; their data practices are governed by their own privacy notices.

Personal information we collect.

We collect personal information you provide directly to us, information collected automatically through cookies and similar technologies, and limited information from third parties. Categories may include:

- Identifiers and contact information: name, email, phone number, address.
- Account credentials: account name, usernames and passwords used for our portals.
- Government identifiers and documents: Social Security numbers; driver's licenses; other identity documents (e.g., passports, visas) during application screening.
- Financial and payment information: bank account numbers; debit/credit card numbers; related billing data (processed via our payment processor).

- Employment information: employer and job details if provided for application or qualification purposes.
- Commercial information: application and lease details, transactions, balances, charges, payments, communications, maintenance requests.
- Internet or device information: IP address, device identifiers, cookie and pixel data, browsing information related to our Site and ads.
- Precise geolocation: where you enable or provide it in connection with our Site or Services.
- Audio data: call recordings where permitted by law and disclosed.
- Inferences: limited internal insights drawn to help personalize communications or improve Services.
- Minors' information: for occupants under 18, limited to name and date of birth provided by a parent or legal guardian.

Sensitive personal information we collect may include Social Security numbers; government-issued IDs; account log-in plus password; financial account numbers with access credentials; and precise geolocation.

Sources of information

- Directly from you: in person, via our Site and portals, phone, email, text, and chat.
- Automatically: through cookies, pixels, and similar technologies on our Site.
- Third parties: internet listing services (e.g., Apartments.com) and marketing platforms; screening and payment service providers; and social networks where you engage with our pages.

How we use information

We use personal information to:

- Provide, operate, and secure the Site and Services, including leasing, resident management, maintenance, payment processing, customer service, and communications.
- Screen applications, verify identity, and perform background and credit checks as permitted by law.
- Manage accounts, transactions, balances, billing, collections, and resident communications.
- Improve, customize, and personalize the Site and Services; analyze usage and performance.
- Market our community and communicate about availability, promotions, and events (subject to your choices).
- Maintain records; perform audits; prevent, detect, and investigate fraud, abuse, or security incidents.
- Comply with legal obligations and enforce leases and other agreements.

We may de-identify or aggregate information and use or disclose it for any lawful purpose.

Tracking technologies and analytics

- We use cookies and similar technologies (including essential, performance, analytics, advertising, and social media tools) to operate the Site, understand usage, and deliver and measure ads.
- We use Google Analytics and social media tools (e.g., Meta) to help improve services and marketing.
- We provide a cookie notice and consent mechanism on our Site where required. You can adjust browser settings to manage cookies; disabling cookies may affect functionality.
- At this time, our Site may not respond to Do-Not-Track signals. We use tools that may track activity across websites and devices for our purposes; we do not allow third parties to collect your personal information via our cookies for their own purposes.

Chat, calls, and communications

- Our team responds to chat inquiries; our technology provider may have access to chat transcripts for service delivery and support.
- Phone calls may be recorded for quality and training where permitted by law and disclosed at the start of the call.
- You may opt out of marketing emails by using the unsubscribe link and opt out of marketing texts by replying STOP.

Disclosure of personal information

We disclose personal information as follows:

- Affiliates and property manager: Tiffany Woods Apartments, LLC (dba The Retreat at Tiffany Woods) and our third-party management company, Reed Street Management, LLC, for shared operational access and support.
- Service providers: technology, hosting, property management platform and resident portals (Entrata), analytics and marketing (including Google), information security and IT services (NetStandard), payment processing (Entrata), customer support, and collections (Rent Recovery). These providers process information under agreements limiting their use to our instructions.
- Legal and safety: to comply with laws, legal process, and lawful requests; to protect rights, property, and safety of us, our residents, or others; and to enforce leases and agreements.
- Business transfers: in connection with any actual or potential merger, sale, or transfer of assets.
- API or integration transfers: where we enable or direct transfers through integrations to facilitate Services you request.

We do not sell personal information and do not share personal information for cross-context behavioral advertising as defined under applicable U.S. state privacy laws.

Children's information

We do not knowingly collect personal information from children under 13 without authorization by a parent or legal guardian. For minors under 18 listed as occupants, we collect only limited information provided by a parent or guardian (e.g., name and date of birth). If you believe we collected a child's information without proper authorization, contact us.

Your choices and rights

- Access, correction, and deletion: You may request access to, correction of, or deletion of your personal information by contacting our office. We will verify your identity and respond consistently with applicable law and our records retention obligations.
- Marketing choices: You can opt out of marketing emails via unsubscribe links and of marketing texts by replying STOP. We may still send non-marketing communications (e.g., account or service messages).
- Cookies and tracking: Manage cookies through our consent tool where provided and your browser settings.

Data retention

We retain personal information for the duration of your relationship with us and as long as we have a legitimate business need, including to comply with legal, tax, accounting, and recordkeeping obligations, enforce agreements, or resolve disputes. Retention periods may be extended due to litigation, investigations, or as required or permitted by law. We securely dispose of information when no longer needed.

Security

We use commercially reasonable administrative, technical, and physical safeguards designed to protect personal information. No method of transmission or storage is completely secure. Payment card information is processed by our payment processor, which is required to maintain PCI-DSS compliance.

International considerations We primarily serve U.S. residents but may receive applications or inquiries from individuals outside the U.S. Our primary processing platform is Entrata's cloud-based system.

Third-party websites and social media

Our Site may link to third-party websites or tools (including social media platforms). Their practices are governed by their own privacy notices.

Employment

We do not collect applicant or employee information through our Site at this time.

State disclosures

[\[65\]](#) We operate in Missouri. Depending on your state of residence and applicable law, you may have additional rights (e.g., to know, access, delete, or correct information). You can submit requests using the contact information above. We will not discriminate against you for exercising your rights.

Changes to this Policy We may update this Policy to reflect changes in our practices, technologies, legal requirements, or other factors. We will post updates with a revised effective date. Your continued use of the Site or Services after an update signifies your acceptance of the revised Policy.

How to contact us

- Phone: 816-801-5224
- Address: The Retreat at Tiffany Woods Apartments, 9519 N Ambassador Drive, Kansas City, MO 64154
- Email: manager@theretreatattiffanywoods.com

Service providers we use

- Entrata: customer databases, website hosting, portals, marketing, analytics, payment processing, chat technology.
- Google: analytics and marketing tools (e.g., Google Analytics, Google Business).
- NetStandard: information security and IT services.
- Rent Recovery: collections services.
- Additional providers as reasonably necessary to deliver our Services.

Updates to this Privacy Policy

We may change this Privacy Notice from time to time so please check back often. If we make changes, we will notify you by updating the effective date at the top of this Notice. If we significantly change our collection, use, or disclosure practices, we may provide additional notice such as by adding a statement to our home page, by sending you a notification, or sending an email if you have provided us with an email address.