

## Privacy Policy

**Effective Date: 1 May 2025**

This Privacy Policy ("Policy") sets out how Fairfax Station Enterprises, LLC ("FSE," "Company," "we," "us," or "our") collects, use, and share your personal information and the basis on which we process your personal information. Please read the following carefully to understand our practices regarding your personal information and how we will treat it. By accessing and using our website at [www.fsecommunities.com](http://www.fsecommunities.com) (collectively as the "Site"), you acknowledge you have read, understand, and agree to the terms of this Policy.

If you do not agree to the terms of this Policy, please do not continue to use our Site. By providing your Personal Data, you agree to allow Company to transfer, store or process your Personal Data pursuant to this Policy.

### **What types of information do we collect from you?**

We collect **Personal Data** about the visitors to our Site and the users of our services so that we can provide better service. As used here, the term "Personal Data" means any information that is linked to or that can be reasonably linkable to an identified or identifiable person. Personal Data does not include publicly available information or information that has been de-identified.

We offer an opportunity to apply for rental properties on our Site. Visitors to our Site are asked to create a user account to access further information about our properties and the rental application. To create a user account, we collect such Personal Data as your first and last name, email address, and phone number. If you proceed to complete an application, we will collect additional Personal Data so that we can review your application. These additional types of Personal Data include government ID information (e.g. SSN, Driver's License); financial information (e.g. income, credit history, credit card number); and personal history information (e.g. education, marital status, number of children and their ages, criminal history). You may freely choose whether to provide this information. Please note, however, that some information is required for us to fully assess your application.

This Policy does not apply to how your Personal Data will be handled by the third-party payment processor. Please refer to their privacy policy for the disclosure of how your payment information will be handled.

We may collect **technical information** about your device, such as the browser type and version, your internet protocol (IP) address, the operating system of your device, your access times, location, time zone setting, and click stream data. Details of your visits to our Site (including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or to fulfil your orders within the Site.)

## How We Collect Your Information

We may collect Personal Data from you in the following ways, including when you voluntarily provide that information when you interact with our Site:

- When you create a user account and / or fill out the application form
- When you communicate with us, such as through the Contact Us feature on the Site
- When you carry out transactions through our Site such as rental payments, work orders, service requests, intent to move out date, move out information such as forwarding address and deposit refund and billing information, pet information, initialing and signing applications, leases, renewal offers, addenda, read/respond to communications on the Site, etc.
- When you communicate directly with our Artificial Intelligence computer assistant, Colleen, regarding payments, renewals, leasing, work orders, etc.
- Tri-state Maryland/Virginia/Delaware Case Search
- Previous residences of both the lease holders and lease Guarantors

We also automatically collect information as to how our visitors were directed to and how they navigate around our Site. This information helps us understand how visitors to our Site use our services, so that we can improve our Site.

We also may use tracking technologies such as cookies to collect data about your computer and your use of our Site. We will treat this data as Personal Data only where the data, or the information it is associated with, can be individually identified to you.

Cookies are small text files placed on your device that uniquely identify your device and which a website can transfer to a consumer's device to keep records of his or her visit to a website. We, or our third parties service providers (for e.g. Google), may use session cookies or persistent cookies. Session cookies only last for the specific duration of your visit and are deleted when you close your browser. Persistent cookies remain on your device until you delete them or they expire. Both types of cookies enhance user experience by recalling your use of the Internet and our Site.

There are several ways to manage cookies.

- You can control the use of cookies at the browser level, by instructing your browser to accept cookies, disabling cookies or notifying you when receiving a new cookie. Please note that if you reject cookies, you may still use our Site, but your ability to use some features or areas of our Site may be limited.
- The Network Advertising Initiative also offers a means to opt-out of a number of advertising cookies. Please visit [www.networkadvertising.org](http://www.networkadvertising.org) to learn more. Note that opting-out does not mean you will no longer receive online advertising. It does mean that the company or companies from which you opted-out will no longer deliver ads tailored to your preferences and usage patterns.

We use Google Analytics, a web analytics service from Google Inc. ("Google"), on our Site. Google Analytics uses cookies and information generated by the cookies (including your abbreviated IP address) is transmitted to and stored at a Google server in the United States. Google uses this information to assess your use of our Site, to compile activity reports, and to provide more services connected with the use of our Site. It is possible that Google may transmit this information to third parties if required by law, or if third parties process this information on behalf of Google.

We may collect information about you from third parties. For example, we may obtain your credit report from credit bureau or reporting agencies. We may also independently develop information about you through our agents in the course of verifying and assessing your application. Upon your request, we will provide you with a copy of the results of such investigation if needed. However, you must request such documentation within fourteen (14) days of becoming aware of the investigation.

### **How We Use Your Information**

We may use your Personal Data for our business purposes, such as:

- To respond to your requests for information and services;
- To provide you with information about our services;
- To process your application for a rental property, including for investigation and information verification purposes;
- To contact you by email, post, or telephone;
- To carry out our obligations arising from any contracts you entered into with us;
- To send you administrative information, such as to notify you about changes to our service;
- To send you administrative information regarding recently posted charges, late fees, intended court actions, or intended eviction proceedings;
- To use analytics tools, such as Google Analytics, to better understand how visitors access our Site and to improve overall user experience;
- To use artificial intelligence tools to help us manage payment trends and issues;
- To provide you with marketing communications, including information and offers for services provided by us or our service providers that may be of interest to you; and/or
- For other business and operating purposes, such as website administration, analytics, fraud prevention, corporate governance, and legal compliance.

### **How We May Disclose Your Personal Data**

The Company will share your Personal Data only in compliance with applicable laws and regulations. We may use your Personal Data in the following ways:

- We may share your Personal Data with our service providers or contractors. For example, we may share your Personal Data with our IT service providers who provide property management software services, those who provide payment processing services, and those who provide communications services for us.

- We may also disclose Personal Data in the event there is a sale or transfer of business assets, or to investigate legal issues, enforce our rights, protect our property, or protect the rights, property or safety of others, or compliance and corporate governance functions.
- We may also disclose Personal Data when requested under legal process or otherwise required by law, such as in response to a subpoena, including to law enforcement agencies and courts in the United States and other countries where we operate.
- We also reserve the right to share Personal Data about you when we believe this to be appropriate to comply with the law or in cooperation with legal authorities; to enforce the Terms of Use governing use of this Site; or to protect the rights, property, safety, or other interests of Company and its customers.
- We reserve the right to use non-personally identifiable information and de-identified information at our sole discretion.

## **Security**

We use reasonable technical and organizational security measures to ensure the security of your Personal Data.

While we take appropriate, commercially reasonable steps necessary to ensure that your data is treated securely and in accordance with this Policy, it is important to recognize that the transmission of information via the Internet is never completely secure. Although we do our best to protect your Personal Data, we cannot guarantee the security of your data transmitted to our Site. Any transmission is done at your own risk. By using the Site or providing Personal Data to us, you agree that we can communicate with you electronically regarding security, privacy and administrative issues relating to your use of the Site. Depending on where you live, you may have a legal right to receive notice of a security breach in writing.

## **Transfer Of Your Personal Data**

We are a corporation located in the United States. Your information, including Personal Data, is processed at our operating offices and in any other places where our service providers are located. It means that this information may be transferred to — and maintained on — computers located outside of your country and where the data protection laws may differ than those from your jurisdiction. We take reasonably necessary steps to ensure that your Personal Data is treated securely and in accordance with this Policy.

If you are located outside of the United States, such as the European Economic Area or the United Kingdom, be aware that Personal Data that is collected may be transferred to the United States, which is not subject to an adequacy decision by the European Commission or the UK Information Commissioner's Office. By providing us with your Personal Data, you knowingly consent to transfer such data.

## **Collection and Use of Information from Children**

Our Site is not intended for children. We do not knowingly collect Personal Data from children, and none of the features of our Site is designed to attract children. However, since we collect information about our applicants households as part of our review, you may voluntarily disclose to us Personal Data about your child or children who may potentially be living in the rental property.

In the event that we learn that a person under the age of 13 has provided Personal Data to us, we will delete such Personal Data as soon as possible.

We do not sell, rent, or lease Personal Data, including those of children under age 13.

### **Your Privacy Rights**

You have the right to opt out of or ask us not to process your Personal Data for marketing purposes. You can exercise your right to prevent such processing by clicking the “unsubscribe” link in the email you receive, or by contacting us at [Bret.Hopkins@FSEcommunities.com](mailto:Bret.Hopkins@FSEcommunities.com). We will process your request as soon as possible in accordance with applicable law, but please be aware that in some circumstances you may receive a few more messages until the unsubscribe request is processed.

Additionally, we may send you information regarding our Site, such as information about changes to our policies and other notices and disclosures required by law. Generally, users cannot opt-out of these communications, but they will be primarily informational in nature, rather than promotional.

### **Third Party Links**

Our Site may, from time to time, contain links to and from the websites of our service providers or other third parties. If you follow a link to any of these websites, please note we do not review, control or monitor the practices, information or materials on any other websites, and are not responsible or liable for the communications, information, content or materials from or the practices and policies (including without limitation privacy or data collection practices or policies) of any of those Site. These websites have their own privacy policies or end user license agreements that govern your use. Please check these policies before you submit any Personal Data to these websites.

### **How We Respond to Do-Not-Track Signals**

Our Site does not respond to automated browser signals regarding tracking mechanisms, which may include “Do Not Track” instructions and other global privacy signals.

### **Data Retention Periods**

We retain your Personal Data for as long as necessary for the purposes for which it was collected. In certain instances, we may keep it longer:

- for as long as your user account is active or as long as you have a contractual relationship with us;

- for as long as necessary to comply with any legal requirement;
- for backup and disaster recovery purposes;
- for as long as necessary to protect our legal interests or otherwise pursue our legal rights and remedies; or
- for data that has been aggregated or otherwise rendered anonymous in such a manner that you are no longer identifiable, we reserve the right to retain such data indefinitely.

### **Business Transfer**

In the event that all or part of our assets are sold or acquired by another party, or in the event of a merger, we retain the right to transfer your Personal Data to the successor business. The new business would retain the right to use your Personal Data according to the terms of this Policy as well as to any changes to this Policy as instituted by the new business.

### **Changes To Our Privacy Policy**

We reserve the right to change this Policy. When we do, we will also revise the “Effective Date” at the top of this Policy. Any changes we may make to this Policy will be effective upon being posted on this page. We encourage you to periodically review this Policy to keep up to date on how we are handling your Personal Data.

### **Contact**

Questions, comments and requests regarding this Policy are welcomed and should be directed to us:

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