

CAF Management Privacy Policy

Effective Date: March 17, 2025

CAF Management (“CAF,” “we,” “us,” “our”) values your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, protect, and disclose information through our websites, mobile applications, and services related to property management, leasing, and resident engagement (“Services”). By using our Services, you consent to the practices described in this Privacy Policy.

1. How We Collect Personal Information

We collect personal information from various sources, including:

- **Directly from you** – When you submit a rental application, request information, create an account, sign a lease, or communicate with us in person, by phone, or online.
- **From devices you use** – We collect information automatically when you visit our website, interact with digital ads, or use online resident portals.
- **From third parties** – This includes background check providers, financial institutions, social media sites, publicly available sources, and business partners that assist with property management.

2. Types of Personal Information We Collect

Depending on how you interact with us, we may collect:

- **Contact Information** – Name, address, phone number, and email.
- **Demographic Information** – Date of birth, age, gender.
- **Financial Information** – Payment details, credit history, bank account information.
- **Account Information** – Username, password, resident portal activity.
- **Internet & Device Information** – IP address, browsing history, device type, geolocation data.
- **Application & Lease Data** – Rental history, employment details, references.
- **Communication Records** – Emails, messages, and call logs with our team.

3. How We Use Your Personal Information

We may use your information for purposes including:

- **Processing applications** – Reviewing lease applications, conducting background checks, verifying employment, and processing payments.
- **Providing Services** – Managing lease agreements, responding to resident inquiries, and offering customer support.
- **Improving our Services** – Monitoring website usage, conducting analytics, and personalizing content.
- **Marketing & Communications** – Sending promotions, newsletters, and updates about our properties (subject to your preferences).

- **Security & Compliance** – Detecting fraud, enforcing lease obligations, complying with legal requirements, and maintaining safety at our properties.

4. How We Share Your Personal Information

We may share your personal information with:

- **Service Providers** – Vendors, contractors, and partners who assist with leasing, maintenance, payment processing, marketing, and resident services.
- **Affiliates** – Other entities within the CAF Management group to provide seamless property management services.
- **Legal & Compliance** – Government authorities, law enforcement, or other entities as required by law or to protect our rights and property.
- **Business Transactions** – In the event of a merger, acquisition, or business transfer, your information may be shared with relevant parties.
- **At Your Direction** – When you request or consent to sharing your data with third parties.

5. Security of Your Information

We take commercially reasonable measures to protect personal information from unauthorized access, loss, misuse, or disclosure. However, no security system is infallible, and we encourage users to take precautions when submitting personal data online.

6. Cookies & Tracking Technologies

We use cookies and similar technologies to enhance user experience, track website performance, and personalize content. You can control or disable cookies through your browser settings. For more details, visit www.aboutcookies.org.

7. Your Privacy Choices

You have the right to:

- **Opt-out of marketing communications** – Unsubscribe from promotional emails and messages at any time.
- **Update or correct your information** – Contact us to update inaccuracies in your personal data.
- **Request deletion of your data** – Subject to applicable laws and lease agreement requirements.

To exercise these rights, email us at privacy@cafmanagement.com.

8. Third-Party Links & Advertising

Our website may contain links to third-party sites, such as utility providers or payment platforms. We are not responsible for the privacy practices of these websites. We also work with advertising partners who may collect information about your browsing activity for targeted ads.

9. CCTV & Security Monitoring

For the safety of residents and visitors, we may use **CCTV cameras** in certain areas of our properties, as permitted by law.

10. Children's Privacy

Our Services are intended for individuals **18 years or older**. We do not knowingly collect personal information from minors.

11. Privacy Rights for California, Colorado, & Texas Residents

Residents of **California, Colorado, and Texas** may have additional rights regarding their personal data, including:

- **Right to Know** – Request details on the personal information we collect and how we use it.
- **Right to Delete** – Request the deletion of your personal information, subject to legal and contractual obligations.
- **Right to Opt-Out** – Decline the sale or sharing of your personal information for targeted advertising.
- **Right to Correct** – Request corrections to inaccurate personal information.

To submit a request, contact us at privacy@cafmanagement.com.

12. Use of AI and Automated Technologies

CAF Management may use AI-powered tools and automated technologies to enhance our Services, including:

- **Chat & Customer Support** – AI-powered chatbots or automated systems may assist with inquiries and direct you to the appropriate resources.
- **Fraud Detection & Security** – Automated systems may analyze account activity to detect suspicious behavior and improve property security.
- **Marketing & Personalization** – AI may be used to tailor content, property recommendations, and advertisements based on user behavior.
- **Operational Efficiency** – AI-driven analytics may help optimize leasing processes and enhance resident experiences.

CAF Management does **not** use AI or automated decision-making systems to determine housing eligibility, lease approvals, or employment decisions. Any significant decisions involving personal data are reviewed by a human representative.

13. Updates to This Policy

We may update this Privacy Policy from time to time. The latest version will always be posted on our website, and changes will be effective upon posting.

14. Contact Us

For any questions about this Privacy Policy, contact:

Email: privacy@cafmanagement.com

Mail: CAF Management, 2601 Network Blvd., Suite 400 Frisco, Texas 75034