

Privacy Policy for Starka Property Management

Effective Date: 8/1/2025

At Starka Property Management, we believe that trust is built on transparency and respect for personal boundaries. Our dedication to safeguarding your information is woven into every aspect of our operations. The following policy details our practices and principles regarding the handling of your data.

Starka Property Management (“Starka,” “we,” “our,” or “us”) is dedicated to maintaining the privacy of individuals whose information we manage. Our commitment includes protecting the personal data of tenants, property owners, employees, and other stakeholders at every stage of our operations.

This Privacy Policy outlines how we collect, use, store, and protect personal information in compliance with applicable laws and regulations.

1. Information We Collect

To ensure the integrity and security of your personal information, we classify data collection based on the nature of your relationship with Starka. Each category—whether tenant, property owner, employee, or other stakeholder- has distinct requirements shaped by our legal obligations and the necessity of providing our services. Below, we detail the types of information we collect from tenants, illustrating our commitment to handling sensitive data responsibly and with the utmost care.

We recognize that the information we gather is fundamental to delivering quality service, ensuring safety, and complying with regulatory requirements. Accordingly, our collection methods are purposeful and limited to what is necessary for the smooth management of properties and the protection of all parties involved.

We collect personal information to provide property management services effectively and efficiently. The types of information we may collect include:

1.1 Tenants:

- Full name, contact details (phone number, email address, mailing address).
- Government-issued identification (e.g., driver’s license, passport).
- Criminal history.
- Financial information (e.g., bank account details, proof of income, credit scores).
- Rental history and references.

- Social Security Numbers.
- Employment information (e.g., employer, wages, dates of employment).
- Emergency contact information.
- Maintenance requests and communication records.

1.2 Property Owners:

- Contact Information (telephone number, email address, and postal address).
- Banking information for payment processing.
- Social Security Numbers or Tax ID numbers.
- Insurance information.
- Property-related documents and contracts.
- Communication records regarding management services.

1.3 Employees:

- Full name, contact details, and emergency contact information.
- Employment documentation encompasses items such as curricula vitae (CVs), performance evaluations, and records of employee training.
- Payroll data may include social security numbers, tax details, and bank account information.

1.4 Website Visitors:

- IP addresses, browser type, and operating system.
- Interaction data, such as time spent on the site, pages visited, and links clicked.
- Information provided via forms, such as inquiries or application submissions.
- Cookies and similar tracking technologies (see Section 7).

2. How We Use Information

This range of personal and technical information is collected to facilitate our services and maintain the security and efficiency of our operations. We are committed to handling all data with the utmost confidentiality and in compliance with applicable privacy laws. By understanding what types of information are gathered, individuals can make informed decisions when interacting with our company or utilizing our platforms.

2.1 Tenant Services:

- Processing applications and conducting background checks.
- Managing lease agreements and rental payments.
- Responding to maintenance requests and tenant communications.

2.2 Property Owner Services:

- Managing property-related financial transactions.
- Providing updates and reports on property performance.
- Carrying out agent duties per the Management Agreement, such as signing contracts, handling evictions, and overseeing property tasks.

2.3 Internal Operations:

- Ensuring compliance with company policies and legal obligations.
- Maintaining accurate records for payroll, benefits administration, and employee performance.
- Conducting training and professional development.

2.4 Website Operations:

- Improving website functionality and user experience.
- Handling inquiries received through online form submissions.
- Website performance and usage are assessed using third-party analytics tools.

3. Sharing Information

We do not disclose or lease personal information to third parties. Information may be shared, as required, with the following entities:

- **Service Providers:** Third-party vendors (e.g., maintenance contractors, payment processors, Homebody, The Guarantors, Leap, Flex) to deliver services on our behalf.
- **Legal Compliance:** Government agencies or authorized legal bodies, as mandated by law, or to safeguard our legal interests.
- **Internal Teams:** Starka employees and managers handling operations and communication.

- **Third-Party Analytics Providers:** Utilized to gather and evaluate website usage data (such as Google Analytics).
- **Exclusion of SMS Data:** Mobile information, including text messaging originator opt-in data and consent, will not be disclosed to third parties for marketing or promotional purposes.

4. Data Security

We employ industry-standard protocols to safeguard personal information, including:

- Ensuring the secure management and storage of both physical and digital records.
- Sensitive information is made available strictly on a need-to-know basis to ensure controlled access.
- Encryption of financial transactions and personal data.
- Conducting periodic audits and updates to maintain adherence to privacy standards.

5. Retention of Data

Personal information is retained for the duration necessary to fulfill the purposes outlined in this Privacy Policy or as required by law. Retention periods may differ based on specific circumstances:

- **Tenant records:** Retained for up to 5 years after lease termination.
- **Property owner records:** Retained for the duration of the management agreement and by applicable local or federal retention requirements.
- **Employee records:** Kept per HR policy and law.
- **Website interaction data:** Stored for analytics purposes for a period of up to 2 years.

6. SMS Terms & Conditions

By subscribing to Starka Property Management SMS, you consent to receive our text messages. Starka Property Management will send SMS messages to communicate with customers regarding property-related updates, services, and tenant communications.

- **Message Frequency:** The frequency of messages may fluctuate.
- **Opt-Out Information:** To stop receiving messages, reply with “STOP” at any time.
- **Customer Support:** Contact us at (727) 201-5242 for assistance.
- **Charges:** Message and data rates may apply.

- **Data Usage:** Mobile opt-in data is never shared or sold for marketing.

7. Cookies and Tracking Technologies

We use cookies and similar technologies to:

- Optimise website functionality and improve overall performance.
- Track website usage and user interactions.
- Deliver content and advertisements tailored to individual users.

Cookie preferences can be adjusted via your browser settings. Please note that disabling cookies may affect the functionality of the website.

8. Your Rights

Individuals may have certain rights related to their personal information, depending on their location.

- **Access:** Request access to the information we hold about you.
- **Correction:** Submit requests to amend any data that is incorrect or incomplete.
- **Deletion:** You may request the deletion of your data, depending on applicable legal or contractual obligations.
- **Objection:** Object to the processing of your information for specific purposes.

To exercise these rights, please contact us using the details below.

9. Updates to this Policy

We may update this Privacy Policy from time to time. Updates will be communicated through appropriate channels, and the “Effective Date” at the top of this policy will reflect the latest revision.

10. Contact Information

For questions or concerns regarding this Privacy Policy or our data practices, please contact:

Starka Property Management 3637 4th Street N Suite 320, Saint Petersburg, FL 33704
727-201-5242 info@starkapm.com

This Privacy Policy demonstrates our dedication to transparency. We appreciate your trust in Starka Property Management with your personal data.