

DITTMAR COMPANY PRIVACY POLICY

Effective Date: April 1, 2025

The purpose of this Privacy Policy is to inform you how Dittmar Company and its affiliates, subsidiaries, and related entities (collectively, “we,” “our” or “us”), process and use Personal Information that we gather, obtain and or collect. This Privacy Policy is limited to information about you that could reasonably be used to identify you personally, or that is associated with information that identifies you.

This Privacy Policy is effective as of the Effective Date listed above and has been developed with the recognition that applicable laws regarding privacy and personally identifying information, and the dissemination thereof, are evolving. Accordingly, this Privacy Policy is subject to change at any time and we expressly reserves the right to modify the terms of this Privacy Policy at any time and in our reasonable discretion. Your continued use of any Sites that link to this Privacy Policy following our posting of a change notice will constitute binding acceptance of this Privacy Policy and all changes thereto.

Scope of This Policy

This Privacy Policy governs the collection, use, and disclosure of Personal Information obtained through both digital and physical interactions with our organization. It applies broadly to all information we gather in the course of delivering residential housing services and managing resident relationships. Specifically, this Policy covers Personal Information collected through means such as the following:

- Our websites and associated platforms, including resident portals and mobile applications that are hosted, maintained, or powered by third-party property management software systems.
- The digital submission and processing of rental applications, lease agreements, and supporting documentation.
- Online interactions such as electronic payment transactions, service or maintenance requests, and customer support communications conducted through our digital platforms.
- Offline channels of communication and operational systems used internally for property management purposes, including in-person interactions, phone calls, or integrated vendor technologies that support our services.

Please note that this Privacy Policy does not apply to websites or applications that do not display or link to it, even if they are affiliated with our company or services.

Information We Collect

In the course of providing housing, managing properties, and interacting with residents, applicants, and website users, we may collect various categories of Personal Information. This includes, but is not limited to, the following types of data:

- Information that can be used to directly or indirectly identify an individual, such as full name, residential address, phone number, email address, date of birth, driver's license number, or other government-issued identification details.
- Data classified as sensitive under applicable privacy laws, including Social Security numbers, bank account details, credit or debit card information, income verification records, and employment history or status.
- Data related to your housing preferences and tenancy history, such as unit selections, lease start and end dates, rent payment records, prior lease agreements, service and maintenance request logs, and any other transactional history relevant to your residency.
- Information collected automatically when you interact with our websites, portals, or digital tools, including IP addresses, unique device identifiers, browser types and versions, access dates and times, clickstream data, and user behavior on our platforms.
- Information obtained from external sources, including background screening agencies, credit bureaus, reference providers, and integrated service vendors. This may include credit reports, background check results, rental references, and other data used to verify identity or eligibility.

How We Use Your Information

We collect and use Personal Information to support the efficient operation of our business, ensure compliance with legal obligations, and deliver a high-quality experience to our residents, applicants, and users. Our use of your information includes, but is not limited to, the following purposes:

- We use Personal Information to review and evaluate rental applications, conduct background and credit screenings, and facilitate the execution of lease agreements. This process helps us determine eligibility and establish residency in accordance with applicable laws and internal policies.
- We manage resident relationships by maintaining account records, processing rent payments, tracking payment history, and addressing maintenance and service requests. This ensures accurate billing, timely services, and effective communication between management and residents.
- We send communications regarding lease terms, renewal notices, community updates, policy changes, maintenance scheduling, and other relevant notifications. These communications help maintain transparency and ensure residents are informed throughout their lease term.
- We use Personal Information to coordinate on-site services, including maintenance requests, facility access, and safety-related matters. This may include identity verification and access controls for security purposes.

- We process and retain Personal Information as necessary to comply with applicable local, state, and federal laws, including housing regulations, fair housing standards, and tax reporting requirements. This may involve retaining records for audit or legal compliance purposes.
- We analyze usage data and feedback to enhance our digital platforms and services, ensuring websites and resident portals function properly, are secure, and meet the evolving needs of our users. This includes improving usability, implementing technical safeguards, and optimizing the resident experience.

Sharing and Disclosure

We may share your Personal Information with select third parties for business operations, service delivery, legal compliance, and other legitimate purposes:

- Trusted vendors and service providers supporting our operations, including technology and analytics companies, utility coordinators, screening and insurance providers, payment processors, collection agencies, and customer service platforms. This includes screening applicants, processing lease agreements, managing tenant accounts, rent payments, service requests, sending notifications, lease updates, resident communications, facilitating maintenance, security, operational services, complying with legal requirements, and enhancing user experience, functionality, and data security.
- Property owners, on-site managers, or affiliated entities involved in leasing, maintenance, or service provision if you apply to or reside in a property managed by us. This includes facilitating maintenance, security, and operational services.
- Third-party platforms that power or supplement our websites, such as property management systems.
- Consumer reporting agencies during background or credit screenings. Contact the agency directly for inaccuracies and reach out to us using the information under “Contact Us.” This includes screening applicants and processing lease agreements.
- Other housing providers, landlords, and or lenders evaluating your eligibility in connection with rental applications or purchasing real estate or credit. This includes screening applicants and processing lease agreements.
- Compliance with legal obligations, such as subpoenas or court orders, or to protect our rights, property, or safety, or that of others, including fraud prevention and government inquiries. This includes complying with legal requirements.
- Transfer or disclosure of Personal Information as part of mergers, acquisitions, reorganizations, or asset sales.
- Data shared/transferred under any state privacy laws through cookies and tracking technologies for advertising purposes. This includes enhancing user experience, functionality, and data security.
- or reorganization.

Your Rights (VCDPA)

If you are a resident of Virginia, you may exercise the following rights under the Virginia Consumer Data Protection Act (“VCDPA”) subject to certain limitations and exceptions:

- You have the right to request confirmation as to whether we process your Personal Information and to access such information, including the categories and specific pieces of Personal Information we hold about you.
- You have the right to request that we correct any inaccuracies or incomplete information in the Personal Information we maintain about you, taking into account the nature of the data and the purposes for which it is processed.
- You have the right to request the deletion of your Personal Information that we have collected, subject to applicable legal and contractual exceptions (such as compliance with regulatory obligations, defense of legal claims, or ongoing service delivery).
- You may request to receive a copy of your Personal Information in a portable and readily usable format.
- You have the right to opt out of the processing of your Personal Information for purposes of targeted advertising, the sale of personal data, or profiling in furtherance of decisions that produce legal or similarly significant effects.

To exercise these rights, please contact us at mail@rentdittmar.com. Identity verification may be required.

Cookies and Web Tracking

Our websites and portals may use cookies and similar technologies to improve navigation and user experience; enable secure login to resident accounts; and collect anonymized analytics for service optimization. You may adjust cookie preferences in your browser settings.

Data Retention & Security

We retain personal data as long as necessary to fulfill our business purposes which includes, but is not limited to those functions and objectives as described herein, as well as for other purposes such as complying with legal obligations, resolving disputes and enforce agreements, etc. We also implement reasonable administrative, technical, and physical safeguards to protect your data against unauthorized access, disclosure, alteration, or destruction. Our services are not directed to individuals under 18. We do not knowingly collect information from minors without verified parental consent.

Contact Us

If you have questions or wish to exercise your privacy rights, please contact us at:

Dittmar Company
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