



*Privacy Policy for Real Property Management Houston (from here on out referred to as “the company)*

### **Your Consent**

By using this Site, you are consenting to the collection, use, disclosure, and transfer of your information as described in this Policy (and any Privacy Notices that apply to you). If you do not consent to the collection, use, disclosure, and transfer of your information as described in this Policy (and any Privacy Notices that apply to you), you may not use this Site.

The Company reserves the right to update or modify this Policy and any Privacy Notice, at any time and without prior notice, by posting the revised version of the Policy or Privacy Notice on this Site.

The Company retains the personal information collected on this Site as long as necessary to provide the services, products and information you request or as required/permitted by applicable law.

### **1. What is personal information?**

Personal information is:

- (1) information in a consumer report; or
- (2) an individual’s first name or initial and last name in combination with any of the following:
  - (a) birth date;
  - (b) social security number or other government issued identification number;
  - (c) mother’s maiden name;
  - (d) unique biometric data (fingerprint, voice print, retina image);
  - (e) unique electronic identification number our routing code;
  - (f) telecommunication access devices including debit or credit card information; or (g) financial institution account or information.

A consumer report is a report related to a person’s credit worthiness, credit standing, credit capacity, character, general reputation, personal characteristics, or mode of living prepared by or obtained from an agency that collects such information such as a credit reporting agency.

## **2. How is personal information collected?**

The company obtains personal information in the following ways:

- (1) in consumer reports from reporting agencies to which this company subscribes in connection with lease applications, loan applications, or for other reasons that the consumer may authorize this company to obtain;
- (2) in lease applications a prospective tenant completes;
- (3) in loan applications a borrower or buyer completes;
- (4) in other real estate related forms the customer or client completes in or related to a transaction; and
- (5) in tax reporting forms that the customer or client is required to complete and which are given to this company.

When completing the forms required above, the customer or client may send the information to this company by mail, personal delivery, online/website or by e-mail.

Customers or clients may occasionally provide personal information to this company or its agents by other means such as telephone calls, or e-mail messages in order to expedite a transaction in which the customer or client is involved.

## **3. How and when is the personal information used?**

Personal Information from Prospective Tenants: The personal information that prospective tenants provide to the company is primarily used to obtain consumer reports (credit checks). It may also be used to perform background checks and rental history searches. The information in the consumer reports may be discussed with landlords for whom this company manages property. This company also reports information to credit reporting agencies and uses personal information to complete those reports.

Personal Information from Owners of Properties Managed by The Company: When this company acts as a property manager for a property owner, the company uses the property owner's personal information only: (a) to deliver the required management services; (b) to file any required reports with governmental agencies (for example, the IRS); or (c) for other purposes the property owner may authorize.

Personal Information from Clients: When this company represents a person (buyer, seller, landlord, or tenant) in a transaction the agent servicing the client may, on the client's behalf and at the client's instruction, convey personal information he or she provides to the agent to service providers (for example, mortgage lenders and title companies) as those service providers may require for the products or services the client needs or requests. If this company represents a prospective tenant in a lease transaction, the personal information may, on the tenant's behalf and with the tenant's knowledge, be discussed with and

provided to landlords or their agents. This company and its agents exercise reasonable discretion when discussing any personal information with others.

**4. How is the personal information protected?**

Written files in this company are protected under lock and key.

Electronic records are protected under an access name and password assigned to persons in this company.

This company and its agents exercise reasonable discretion when discussing any personal information with others and releases personal information to others only as described by this policy.

This company does not permit its employees or agents to make copies of consumer reports or records of insurance claims. The consumer reports retained in the company's files are not to be accessed in the future as a convenience to customers or clients.

The individual agents that work with this company are independent contractors and the agent with whom a customer or client works with may maintain a separate transaction file. The company instructs its agents employees to not permit other persons to access the personal information in files the agents the company maintains. The company instructs its agents employees to protect the personal information in the agents' company files in the same manner as described in this policy.

**5. Who has access to the personal information?**

The following persons have access to personal information in this company's files:

- (1) the agent or broker who is servicing or coordinating the transaction;
- (2) the Operations manager and/or employees who they designate to review files; and
- (3) the owner(s) of the company.
- (4) vendors affiliated with the company may receive certain personal information such as name, address, phone number and email

Property owners for whom the company manages properties do not have access to personal information in the company's files. However, the company and its agents may discuss the information in a tenant's consumer report or lease application with the property owner. Copies of such information are provided to the landlord only: (1) with the tenant/applicant consent; OR (2) if the company ceases to be the property manager/agent and the landlord requests that the files be sent to them.

Personal information from a buyer, seller, landlord, applicant, or tenant may be discussed with others (such as mortgage lenders or prospective landlords) only as is reasonably

necessary to negotiate or close the transaction or to provide the services the customer or client seeks from this company.

This company may, at the customer's or client's request, provide personal information to service providers in a transaction such as a title company or mortgage company if it is necessary to expedite or complete a transaction.

If the company is required by law to allow others to access the personal information in the company's files, the company will comply with the law (for example, compliance with court orders, subpoenas, or governmental investigations). The company will also allow law enforcement agencies access to personal information in order to cooperate with such investigations.

**6. How is the personal information disposed?**

This company uses reasonable measures to dispose of personal information. Personal information is usually disposed of by shredding or burning documents, erasing electronic files by means that make the files unreadable or undecipherable, or by eradicating personal information from documents or electronic files in ways that make the personal information unreadable.

The Company employs a document and [record destruction company](#).

**7. Erroneous Records:**

If this company erroneously reports information to a consumer reporting agency, the company will act to correct the information in the company's records and request the reporting agency to correct the information in its records promptly after the company has learned and determined that the report was in error.

If this company maintains an erroneous record that a consumer has issued a dishonored check, the company will promptly delete the record after the company and consumer agree that the information is in error or after the consumer provides the company with a law enforcement agency report stating that the dishonored check was not authorized.

**8. Links to Other Websites**

This Policy applies only to The Company website. Any external websites linked on The Companies website should have their own Privacy Policy, please take a moment to review the privacy policy posted on that site to learn what information may be collected through that site and how it is processed.

This Companies website also contain links to websites that are not operated by Real Property Management Houston. These links are provided for your reference and convenience only and do not imply any endorsement of the products sold or information provided through these websites, nor any association with their operators. The Company does not control these websites and is not responsible for their data practices.

Any information you provide to third parties on their websites is covered under their privacy and data collection policies and is not covered by this Policy. We urge you to review the privacy policy posted on any site you visit before using the site or providing any personal information.

Social media or blog posts may reference real life situations but will never contain personal information including names, address or other identifying information.

**Notice: This company asks any person who provides personal information to this company or one of its agents to identify the information at that time as “personal information.”**