



MANAGEAMERICA

PRIVACY POLICY STATEMENT

Last Modified: This Privacy Policy Statement was last modified on November 15, 2023.

ManageAmerica Integrated Billing Services LLC (together with its affiliates, parents and subsidiaries, "**ManageAmerica**," "**our**," "**we**" or "**us**") is a third-party vendor that provides services directly to the owners, operators and managers (collectively, "**Property Owner**") of manufactured home communities, recreational vehicle parks, apartment structures, commercial facilities, retail facilities, storage facilities residential communities and other real estate assets.

This is the ManageAmerica Online Privacy Policy Statement ("**Privacy Policy**") for all websites, servers and online platforms owned and/or operated by ManageAmerica and/or its affiliates in the conduct of ManageAmerica's business including, without limitation, the site www.manageamerica.com (including, without limitation, all sub domains, extensions and affiliated sites thereof), ManageAmerica's online Property Owner platform, ManageAmerica's online Resident Portal platform, and the various modules and online access points on such site (collectively, the "**Sites**"), as well as the use of any mobile device application created by ManageAmerica (each, the "**Mobile App**") and our web-based payment and other applications and APIs (collectively, the "**Web App**") available to Property Owners and other Internet users visiting our website ("**You**" or "**Your**"). The Sites, Mobile App, and Web App collectively referred to as "**Services**".

If You do not agree with this Privacy Policy, please discontinue Your access or use of our Services immediately. **THROUGH YOUR USE OF ANY OF OUR SERVICES, YOU CONSENT TO THE PRACTICES DESCRIBED IN THIS PRIVACY POLICY.**

PLEASE READ THIS PRIVACY POLICY CAREFULLY. We respect Your privacy and are committed to protecting any personal or business information You share with us, directly (by accessing the Services) or indirectly (by providing such information to third parties such as one or more Property Owners), in connection with using the Services. This Privacy Policy explains how we collect personal or business information about You in connection with using our Services and how this information is then used or disclosed.

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1. INFORMATION WE MAY COLLECT

We do not collect such personal or business information about You through the use of our Services unless You choose to provide it to us voluntarily, either directly (by accessing the Services) or indirectly (by providing such information to third parties such as one or more Property Owners), in connection with using the Services. If You do provide us with personal or business information, we will only use it for the purposes described in this Privacy Policy. If You encounter a screen or page that requests information You do not want to share with us, do not enter the information. We define “personal or business information” as information that is unique to You and Your business.

Personal or Business Information You Provide

We may collect personal or business information that You provide when using our Services. Such personal or business information may be collected when: You fill out and submit forms (online or otherwise), when You initiate payments to us or to third parties through the use of our Services, when You post to any interactive forum, bulletin board, chat room that we may make available on our Services, when You register for e-mail communications, when You submit a survey response, question or request using a form or the e-mail address links via the Services , through interactions with You through the telephone, email communications or otherwise, or indirectly, when you provide such information to third parties (such as one or more Property Owners), in connection with using the Services.

The personal or business information You provide and which we may collect includes:

- Your name, email address, physical address, phone number, and other historical, contact, and demographic information.
- Information such as bank account, payment card numbers, credit reports, and tax information.
- When You use our Services to make, request, or record payments, we collect information about when and where the transaction occurs, a description of the transaction, the payment amount, billing information, and the payment method used to complete the transaction.
- Information that You voluntarily provide to us, including Your responses to any of our inquiries, suggestions for improvements, referral, information about products and services You sell (including inventory, pricing and other data) and other information You provide about You or Your business.

Personal or Business Information we may collect from Third Parties

The personal or business information we may collect from third parties about You includes:

- Personal or business information from third party verification services, credit bureaus, financial institutions, mailing list providers, and publicly available sources. In some circumstances, where lawful, this information may include Your government-issued identification number.
- To the extent permitted by law, we may obtain background check reports from public records of criminal convictions and arrest records.

- Personal or business information about You from third parties in connection with any credit investigation, credit eligibility, identity or account verification process, fraud detection process, or collection procedure, or as may otherwise be required by law. This includes, without limitation, the receipt and exchange of account or credit-related information with any credit reporting agency or credit bureau.

Personal or Business Information When Using Our Services

We may collect personal or business information about You and the devices You use to access our Services, such as Your computer, mobile phone, or tablet (collectively, “**Computer**”). Such personal or business information that we may collect includes cookies, Internet Protocol addresses (IP addresses), web beacons, web browser type (e.g. Internet Explorer, Firefox, Chrome), host or service provider (e.g. AT&T, Charter, Comcast, Cox, Time Warner, Verizon), operating system (e.g. Windows 10, Mac OS X) and date and time stamps.

A cookie is a small file placed on the hard drive of Your Computer. Some cookies may last only through a single website session or visit. Others’ cookies may have an expiration date or may remain on Your Computer until You delete them. Our cookies will track only Your activity relating to Your online activity when using our Services and will not track Your other Internet activity. You can decide if and how Your Computer will accept a cookie by configuring Your preferences or options in Your browser. However, if You choose to reject cookies, You may not be able to use or access our Services.

An IP address is a number that is automatically assigned to Your Computer whenever You access the Internet, which our web servers use to identify where to send the information Your Computer requests. When You request pages from our Services, our servers log Your IP address as well as information about Your activities while using our Services.

A web beacon is a small graphic image or other web programming code that may be included in our Services and messages. A web beacon may be invisible, but any electronic image or other web programming code can act as a web beacon. A web beacon may be used for a number of reasons, including counting visitors using our Services, to monitor how users navigate through our Services, to count how many e-mails were opened or to count how many links were actually viewed.

We may occasionally use other companies to set cookies when using our Services and gather cookie information for us. We use the cookie information gathered by these companies in the same manner as stated above. In some cases, we retain both the cookie information and/or the information You provide to us online. For example, we may use the cookie information to complete a transaction You requested or to keep historical records of Your past transactions. In other cases, we only retain the cookie and/or online information You give us if You request us to do so for Your use in subsequent sessions.

To learn more about cookies and similar tracking technologies, and how they can affect Your privacy, visit allaboutcookies.org.

2. USE OF INFORMATION WE COLLECT

We retain and use Your personal or business information to: (i) provide You with our services or process transactions that You have requested; (ii) communicate with You regarding information, features or offers

that we believe will be of interest to You; (iii) respond to Your questions or other requests; (iv) contact You regarding our services or processing a transaction; (v) process or communicate with You about applications, payments or changes to Your account information; (vi) process other information or personal or business information that You submit using our Services; (vii) conduct surveys; (viii) contact You for any questions You may have; and/or (ix) fulfill other purposes disclosed at the time You provide Your personal or business information. We may also use the information to improve ManageAmerica's services, to customize certain reports when using our Services (e.g. Custom Report Writer), to serve You specific content, or for any other purposes not inconsistent with this Privacy Policy or prohibited by law.

We also may use the information we obtain about You in other ways with Your consent.

We may use and disclose information that is not in personally identifiable form for any lawful purpose. If we combine information that is not in personally identifiable form with information that is, we will treat the combined information as personal information for so long as it is combined.

3. INFORMATION SHARING

We will not sell, license, transmit or disclose Your personal or business information unless: (i) You expressly authorize us (or any of our affiliates) to do so; (ii) in order to respond to, process and fulfill Your requests; (iii) in order to allow our trusted service providers or agents to provide services for us; (iv) in order to provide our services to You; (v) in connection with a sale all or substantially all of the assets of ManageAmerica (or any ManageAmerica affiliate with substantial connection to the personal or business information) or the merger of ManageAmerica into another entity or any consolidation, share exchange, combination, reorganization or like transaction in which ManageAmerica participates; (vi) in order to enforce our **Terms of Use** and prevent or investigate suspected fraud or illegal or unauthorized transactions or activities which may violate our **Terms of Use**; (vii) in order to respond to inquiries or requests from government, regulatory, law enforcement or public authorities; (viii) in order to permit us to protect our legal rights, privacy or safety, and those of our affiliates, employees, agents and contractors, Property Owners and their employees, or others, and to pursue available remedies, commence, participate in, or defend litigation or limit the damages that we may sustain; (ix) in order to comply with subpoenas, search warrants, the law or other legal process; or (x) otherwise as we are required or permitted by law.

As appropriate, we may provide Your personal or business information to authorized third parties consistent with this Privacy Policy. We are not responsible for the websites or privacy practices of such parties, nor are we responsible for any security breach or unauthorized access that may occur to Your personal or business information in the possession of any of such parties.

4. YOUR CHOICES

We offer You certain choices about what information we collect from You while using our Services, how we use and disclose this information, and how we communicate with You.

Cookies

Most browsers will tell You how to stop accepting new cookies, how to be notified when You receive a new cookie, and how to disable existing cookies. Please note, however, that without cookies You may not

be able to take full advantage of all our Services. In addition, disabling cookies may cancel opt-outs that rely on cookies, such as web analytics.

Geolocation Information

You may choose not to share the geolocation details of Your mobile device with us by adjusting the device's location services settings. For instructions on changing the relevant settings, please contact Your service provider or device manufacturer.

Online Behavioral Advertising

The advertising networks in which we participate may be members of self-regulatory organizations or programs that manage the privacy choices these advertising networks offer consumers. For example, some of our ad networks may manage their privacy choices through the Network Advertising Initiative (<http://optout.networkadvertising.org/?c=1>). Please note that we also may work with ad networks that offer their own opt-out mechanisms and may not participate in organizations such as the Network Advertising Initiative.

5. CALIFORNIA PRIVACY RIGHTS

If You are a California resident, You may request and obtain from us a list of what personal information (if any) we disclosed to third parties for direct marketing purposes in the preceding calendar year and the names and addresses of those third parties. California law provides that You have the right to receive the following information: (i) the categories of information we disclosed to third parties for the third parties' direct marketing purposes during the preceding calendar year; and (ii) the names and addresses of third parties that received such information, or if the nature of their business cannot be determined from the name, then examples of the products or services marketed. To make such a request, please email or write to us at the email or physical address at the end of this Privacy Policy below.

6. CHILDREN

Our Services are not directed to children under the age of 18, and we do not knowingly collect or use personally identifiable information from anyone under 18 years of age. Children under 18 are expressly prohibited from submitting any personal information to us, and if we discover that we have inadvertently gathered any such information from a child under 18, we will take appropriate steps to delete it.

7. PROTECTION OF PERSONAL INFORMATION

We restrict access to personal or business information collected about You through our Services to our employees and our authorized vendors, our affiliates, our affiliates' employees authorized vendors, or others who need to know this information to provide our services to You or in the course of administering and conducting our business. We use commercially reasonable efforts to maintain appropriate physical, electronic and procedural safeguards to protect personal and other information. We use commercially reasonable efforts to protect our database with various physical, technical and procedural measures and we restrict access to Your information by unauthorized persons.

While we maintain security measures in place in order to attempt to protect against the loss, misuse and alteration of Your personal or business information under our control, the Internet and other various

networking communication media are not entirely secure, and Your information may therefore be subject to interception or loss which is beyond our control. While we strive to protect Your personal or business information, we cannot ensure or warrant the security of any of Your personal or business information You transmit to us. Any transmission is done at Your own risk. WE ASSUME NO RESPONSIBILITY OR LIABILITY FOR DISCLOSURE OF YOUR PERSONAL OR BUSINESS INFORMATION DUE TO ERRORS IN TRANSMISSION, UNAUTHORIZED THIRD-PARTY ACCESS OR OTHER CAUSES BEYOND OUR REASONABLE CONTROL.

You may request a copy of the information that we currently hold about You by sending a detailed email to our email address with all specifics necessary for us to consider and respond to Your request.

8. DATA RETENTION PERIODS

We will retain your Personal Data for the entire time that you keep your account open. After you close your account, we may retain your Personal Data:

- for as long as necessary to comply with any legal requirement;
- on our backup and disaster recovery systems in accordance with our backup and disaster recovery policies and procedures;
- for as long as necessary to protect our legal interests or otherwise pursue our legal rights and remedies; and
- for data that has been aggregated or otherwise rendered anonymous in such a manner that you are no longer identifiable, indefinitely.

9. INTERNATIONAL USERS

Our Services originate in the United States and are governed by United States laws, including those governing the privacy and security of Your information. If You use our Services, You are transferring Your personal or business information to ManageAmerica and its service providers in the United States. By using our Services, You consent to the transfer of Your personal or business information to the United States, and our handling of Your personal or business information in accordance with applicable United States requirements and this Privacy Policy.

Your personal or business information may be transferred to, stored, and processed in any country where we or the parties with whom we share Your personal or business information have facilities, which may include countries other than Your country of residence. These other countries may have different data protection laws than Your country of residence. By using our Services, YOU CONSENT TO THE TRANSFER, STORAGE, AND PROCESSING OF YOUR PERSONAL OR BUSINESS INFORMATION AS DESCRIBED ABOVE.

10. LINKS TO OTHER WEBSITES

This Site may contain other links to third party websites. While we endeavor to work with third parties that share our respect for user privacy, we are not responsible for the websites or privacy practices of such third parties. We do not endorse these parties, their content or any products and services they offer. We are not responsible for the privacy practices or content of such websites. You are responsible for knowing when You are leaving our website to visit a third-party website, and for reading and understanding the terms of use and privacy policy statements for each such third-party website.

11. PRIVACY POLICY UPDATES

We may update this Privacy Policy from time to time and without prior notice to You. Changes may apply to any personal or business information we already hold about You and any new personal or business information collected after the Privacy Policy is updated. If we make changes, we will notify You by revising the “Last Modified” date at the top of this Privacy Policy. You are responsible for periodically reading this Privacy Policy. By continuing to access or use our Services after those changes become effective, You agree to be bound by the updated Privacy Policy. This Privacy Policy is not intended to and does not create any contractual or other legal right in or on behalf of any person with or against ManageAmerica.

12. TERMS OF USE

Please read our **Terms of Use** to understand the terms that apply to Your use of our Services. By using our Services, You acknowledge that You have read our **Terms of Use** and this Privacy Policy, and agree to comply with them.

13. CONTACT US

If You have any questions or concerns about this Privacy Policy, please email us at privacy@manageamerica.com. You can also reach us by regular mail at: ManageAmerica Integrated Billing Services LLC, 8605 Santa Monica Blvd PMB 61378, West Hollywood, CA 90069-4109, Attn: Privacy Rights.