

Foreside Real Estate Management is an affiliate of Continuum Companies Inc.

Continuum Privacy Policy
Effective Date: January 15, 2024

Introduction:

Continuum ("Company," "we," "us," or "our") is committed to protecting your privacy. This Privacy Policy (this "Policy") outlines how we collect, use, and disclose your personal information. Please read this Policy carefully to understand our practices regarding your data. By using our services, visiting our offices, or accessing our websites and mobile applications (collectively, the "Sites"), you agree to the terms of this Policy.

This Policy does not cover personal information collected from employees, independent contractors, or job applicants.

Definition of Personal Information:

For the purposes of this Policy, "personal information" refers to any information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular individual or household. It does not include publicly available personal information.

Notice at Collection: Personal Information We May Collect About You:

This section describes the categories of personal information we collect, including new categories as of January 15, 2024:

- **Personal Identifiers:**
 - Name, physical address, email address, phone numbers, and other contact information.
 - IP addresses.
- **Professional Information:**
 - Job title, name, and contact information of the employer or entity you represent.
 - Status as a board member of your homeowner's association or residential community.
 - Name and location of the homeowner's association or residential community you represent.
 - Association Tax ID, Bank Information, Bank Account Balances
- **Audio and Visual Information:**
 - CCTV recordings in public areas.
 - Voice recordings of calls made to our customer service line.
- **Internet or Other Electronic Network Activity:**
 - Information regarding your browsing history, interactions with our Sites, and device IDs.
- **Owner Information:**
 - Lease information, Vehicle information, Owner balances, Homeowner Association Information, Engineering Reports, etc

- **Tenant Information:**

- Lease Application Information, Lease information, vehicle information, pet information, Insurance policies, claims matters, legal collections matters, delinquency reports, etc.

Notice at Collection: Purpose for the Collection of Personal Information:

For each category of personal information, we collect and use data for the following purposes:

Provide Services on Behalf of Our Clients:

- Management of facilities, public grounds, and common areas.
- Responding to requests and inquiries.
- Facilitating sales, leasing/rentals, and processing payments.
- Operating call-in centers.
- Compliance with applicable laws.

Provide Additional Services:

- Marketing and improving our services.
- Compliance with applicable laws.

Security and Fraud Prevention:

- Fraud prevention and detection.
- Protecting our company, affiliates, clients, or Sites.

Compliance with Laws and Protection:

- Legal and compliance purposes.
- Responding to court orders or subpoenas.

Marketing and Recruiting:

- Informing you about the Company and services.
- Providing information about career opportunities.

Communications:

- Communicating about your account or our relationship.
- Contacting you about your use of our Sites.

Debugging and Identifying Errors:

- Debugging and identifying and repairing errors.

Statistical Analysis and Research:

- Statistical analysis and research purposes.

Use of Community Information:

- Anonymized use of community information for data sales (opt-out available).

Notice at Collection: Categories of Personal Information We Sell or Share or Use for Targeted Advertising:

When engaging in digital advertising, we may sell or share the following categories of personal information or use them for targeted advertising:

Personal Identifiers:

- IP address.

Internet or Other Electronic Activity Information:

- Information used for cross-context behavioral advertising.

Information provided for Additional Service Packages to Vendors:

- Data that may be included in service packages, and potentially sold, encompasses details related to in-unit services or homeowner associations. Service providers, including but not limited to management companies or contractors, may have access to this information as part of the service offerings.

To opt-out of such sales/sharing/targeted advertising, please [click this link](#).

We do not sell or share other categories of personal information for targeted advertising.

Retention Periods:

We retain personal information for the duration necessary to provide services and comply with legal obligations.

Sources of Collection:

We collect personal information directly from individuals, employers, entities represented, or third-party references.

Use or Disclosure of Sensitive Personal Information:

We do not use or disclose sensitive personal information for profiling or purposes other than providing services.

No Profiling for Decisions with Legal Effects:

We do not engage in automated processing of personal information for decisions with legal or significant effects.

Disclosure of Personal Information For Business Purposes in the Past 12 Months:

In the last 12 months, we may have disclosed personal information to the following categories of third parties for business purposes:

- **Personal Identifiers:**

- Service providers for CRM, IT, legal, and accounting services.

- **Professional Information:**

- Service providers for CRM, legal, and accounting services.

- **Internet or Other Electronic Network Activity Information:**

- Service providers for CRM, IT, and marketing services.

- **Audio or Visual Information:**

- Service providers for CRM and legal services.

Business Purposes for Such Disclosures:

We disclose personal information to manage customer accounts, process payments, engage in advertising and marketing, operate IT systems, and obtain professional advice.

Additional Information About How We May Disclose Personal Information:

We may disclose personal information to comply with legal obligations, respond to court orders, protect against fraud, or in connection with business transfers.

Cookies and Other Tracking Technologies:

We use cookies and similar tracking technologies. Third parties may also set cookies for analytics, advertising, or other purposes. Refer to our "Cookies and Other Tracking Technologies" section for more details.

Personal Information of Minors:

Continuum's services are not intended for individuals under the age of 13, and we do not knowingly collect personally identifiable information from anyone in this age group. If you are a parent or guardian and become aware that your child has provided personal data to Continuum, please contact us immediately. In the event that we discover that personal data has been collected from an individual under the age of 13 without proper parental consent verification, we will take prompt steps to remove that information from our systems.

In cases where we depend on consent as the legal foundation for processing personal information, and if your country requires parental consent, we may seek approval from your parent before collecting and utilizing such information. Additionally, it's important to mention that data related to minors might be provided during the property application process, but it will be promptly erased from our records. In specific situations, photo identification for minors, such as pool pass cards, may be generated; however, it's crucial to note that this information is not stored.

Do Not Track:

Do Not Track (DNT) is a privacy preference that you can set in your web browser to inform websites that you do not want your online activities tracked. Our website currently does not respond to Do Not Track signals. For more information on Do Not Track, and how to enable this preference, you can visit donottrack.us.

Security:

At Continuum, safeguarding the security of your personal data is our top priority. We employ reasonable security practices, encompassing both technical and physical safeguards, to protect your personal data from unauthorized access, misuse, and disclosure. However, it's important to acknowledge that despite these security measures, it's impossible to completely eliminate all risks of loss, misuse, alteration, or unauthorized access or disclosure of personal data. As such, we cannot provide an absolute guarantee of security.

Third Party Sites / Social Media Buttons:

Third-party services advertised on our Sites may have different privacy policies. We do not endorse or guarantee third-party services. Your interactions with third-party websites are governed by their respective privacy policies.

US State Data Privacy Rights:

State consumer privacy laws may provide their residents with additional rights regarding our use of their personal information. This section provides information to those persons as a supplement to the information generally provided in this privacy notice.

In connection with your state rights, you should know that we do not “sell” or “share” personal information as defined by applicable state laws. We also do not create profiles using your personal information or use profiling in furtherance of decisions that produce legal or similarly significant effects.

California consumers may have the following rights under the California Consumer Privacy Act (CCPA):

- To request that we disclose what information we collect, use, or disclose about you.
- To know the specific pieces of information we hold about you.
- To request the deletion of your personal information, with some exceptions.

Colorado, Connecticut, Virginia, and Utah each provide their state residents with rights to:

- Confirm whether we process their personal information.
- Access and delete certain personal information.
- Data portability.

Colorado, Connecticut, and Virginia also provide their state residents with right to correct inaccuracies in their personal information.

The below list shows you where to find details about the information to which you may be entitled under the CCPA:

- Categories of personal information collected: see “Types of Data Collected”; “Tracking Technologies & Cookies”
- Categories of sources from which we collected personal information: see “Types of Data Collected”; “Tracking Technologies & Cookies”
- The business purpose for which we collected your personal information: see “Use of Your Personal Data”; “Tracking Technologies & Cookies”
- Categories of information shared or disclosed to third parties, and the categories of third parties to which we shared or disclosed that information: see “Use of Your Personal Data”; “Tracking Technologies & Cookies.”

To exercise any of these rights, please contact us using the details below in “Contact Us.”

Access & Choice

We acknowledge that you have the right to access Your Personal Data. Upon request, Continuum will provide individuals the opportunity to, under certain circumstances, correct, amend, update, or delete that information or limit the uses and disclosures of that information. A request may be denied under certain circumstances, such as where the burden or expense of providing access would be disproportionate to the risks to the privacy of the individual in the case in question, or where the rights of the persons other than the individual would be violated. For requests to access, correct, modify, delete, or limit uses or disclosures of Your Personal data, please contact us using the information in the “Contact Us” section below. Requests will be addressed within a reasonable timeframe.

Accessibility Policy:

Continuum is committed to ensuring accessibility for people with disabilities. For accessibility-related requests or reporting barriers, contact us at Info@continuum-companies.com.

Contact Us:

If you have questions about this Privacy Policy or wish to request a copy in another format, contact us at: Privacy@continuum-companies.com.