

Rentgrata Privacy Policy

Last updated: December 7, 2023

Thank you for using Rentgrata (“Rentgrata”, “we”, “us” or “our”). This is the privacy policy (“Policy”) that governs how we use the Personal Information (defined below) that we collect, receive and store about you in connection with the use of our website, www.rentgrata.com, as well as any other website or mobile application that we may operate (collectively and together with any subdomains and the content and services therein, the “Site”), and the rental information services offered in and through the same (each, a “Service”). The Site and any Service are individually and collectively referred to herein as the “Services”. Capitalized words that are not defined in this policy have the meanings given to them in the Rentgrata Terms of Use, available at <https://www.rentgrata.com/terms>.

This Policy covers our treatment and use of Personal Information that we collect when you use the Services. This Policy does not describe information collection policies of parties other than Rentgrata (for example, Facebook). It also does not cover information you may choose to share with other Users of the Services. “Personal Information” means any information that can be used, alone or in combination with other information, to personally identify an individual, including a first and last name, email address, mobile phone number, location information including physical addresses, or a personal profile. In some cases, IP addresses may also be considered Personal Information.

Consent and Modification

We encourage you to review this Policy periodically, as your use of our Services constitutes consent to this Policy. We will periodically update this Policy, and any changes will be reflected here. If the changes are significant, we may provide a more prominent notice, and at our discretion may email you directly with information on the same. If you do not agree with the practices described in this Policy, you should not use our Services or otherwise interact with Rentgrata.

If you have any questions about this Policy or how we use your Personal Information and similar data, please feel free to contact us at support@rentgrata.com.

The Information We Collect

To provide the Services, we collect various kinds of information from the different parties involved. We collect information from Property Managers that may include apartment listing data and contact information (address, phone number, email address). From Renters we collect Personal Information that includes, but is not necessarily limited to, your name, address (including apartment number, if applicable), email address, phone number, move in date, chat content and history with other Users of the Services, profile photos, Facebook friends, and interests as selected by the User.

From time to time we automatically collect certain non-personally identifiable information when you visit the Services, such as the time and date of your visit, the pages that you access, and the number of times you return to the website. This process may involve the automatic placement of a small, removable text file (commonly referred to as a “cookie”) on your computer's hard drive.

Cookies and Tracking Technology

We may use any number of tools to collect information about you, your computer access points, and the web browser that you use to connect to our Services. For example, cookies are tiny text files that we place on your computer's hard drive when you visit our Services. We may use cookies to personalize your Services experience. You do not have to accept our cookies and you may delete them after they have been placed on your hard drive. If you do not accept or delete our cookies, some areas of our Services that you access may take more time to work, or may not function properly. For more information about cookies, visit: <http://www.allaboutcookies.org>.

We may also collect additional information from your web browsers or personal devices each time you visit our Services. We may collect information on the pages that you visit, the promotions or advertisements that you click on, and other actions that you take while using our Services. This information may include your IP address, device identifiers, browser type, and the time that your browser was used to access our Services, and the referring Services address.

Our Internet Service Providers (defined below) may also use other standard web-based technologies to analyze your movements while accessing our Services. The technologies include analytic solutions, web "beacons," "pixel tags," and "clear gifs." These technologies help us ascertain the effectiveness of our product and service campaigns and Services programs, allow us to customize the services offered on or through our Services, and help determine the best use for Services content, and service offerings. Some of this information, including the IP address, may be stored on our Internet service provider's server logs, and may be available for extended periods of time.

How We Use the Personally Identifiable Information We Collect

We use Personal Information primarily to provide, market, promote, and otherwise facilitate your use of the Services for its intended purposes. For example, we display apartment listing data and Property Managers' contact information within the Services so that Renters can browse and contact the Property Managers of properties in which they are interested. We may also display your name and relevant Account profile information in emails, text messages, or other communications to prospective Renters who may be interested in your apartment building.

We display Renters' names, desired move in date, apartment number (if a current resident of their property), email addresses, and phone numbers to Property Managers so the Property Managers may contact the Renter or be made aware of which current Renters are potentially eligible for a referral reward.

The Services displays Facebook photos and information to help make Renters aware of their Facebook friends who are also using the Services either as a current resident or prospective resident. Users of the Services can see each other's likes and interests and address (not including apartment number) if the address is currently tied to a listing.

We use move in date information to track when a Renter's current lease is about to expire for our own marketing purposes. Users' chat content and history is used to monitor the content that is being uploaded to the Services and help deter any harmful or discriminatory activity or language. Chat content of Renters can also be provided to Property Managers to make them aware

of what is being said about their property or competing properties, good or bad. We may also use chat content and history for marketing purposes between and among Property Managers.

We may use the Personal Information we collect to communicate with you from time to time on topics that we believe may be of interest to you, including to market and promote the Services to you.

We also use the Personal Information that we collect to improve our Site and Services. We review information to learn about how our Site and Services are used and accessed, and to analyze user behavior as a measure of interest in and use of our Site and Services. We may disclose such analyses to third parties in the form of aggregate data, such as overall patterns or demographic reports that do not describe or identify any individual user. We may also use certain subsets of the same information to investigate and prosecute potential breaches of Rentgrata license agreements and security policies. We also may share pertinent Personal Information with our contractors, vendors, and other affiliates and partners for the authorized purposes of processing data for marketing, research, analytics, customer support and account management.

If you provide any information, whether or not it is Personal Information, via any interactive features of the Services, or through any social media platform that Rentgrata links to, you should be aware that the information you provide could be available to others, whether immediately or at some future point. If you contact us by email, please be aware that we cannot guarantee total security of email transmissions, and that what you email to us could possibly be viewed by a third party while in transit. When caused by errors, by the unauthorized acts of third parties during transmission, or by interaction with a website other than Rentgrata's, we have no liability for disclosure of any information.

Though it is not often necessary, we reserve the right to disclose Personal Information to third parties to protect the rights, property, or safety of Rentgrata, our employees, or others.

Other Disclosures of Personal Information

We do not sell, trade or rent your Personal Information to any unaffiliated third party.

We may share Personal Information with certain third party partners or service providers who help us provide the Services to you, or who may generally assist with your next rental or move, or your renter or Rentgrata experience. For example, we may partner with companies such as Google or Apartments.com to allow you to message a fellow Rentgrata User directly through the third party listing page, we may share your username and email as well as other pertinent details to facilitate the same. Likewise, we may share Personal Information with third parties that we have engaged as subcontractors to support our internal business operations, including customer support and marketing.

We may otherwise disclose information about you to third parties if we have a good-faith belief that we are required to do so by law or legal process, to respond to legal claims, or to protect the rights, property, or safety of Rentgrata or others.

We may disclose Personal Information to a successor organization in the event of a merger, acquisition, bankruptcy, or other sale or disposition of all or a portion of Rentgrata's assets. The

successor organization's use and disclosure of your Personal Information will continue to be subject to this Policy unless (i) a court orders otherwise, for example a bankruptcy court, or (ii) the successor organization gives you notice that your Personal Information will be subject to the successor organization's own privacy policy, along with an opportunity for you to opt out (which may cause you to not be able to continue to use the Services). If you submit Personal Information after such a transfer, that information may be subject to the successor entity's privacy policy.

Links To Third-party Digital Services

Links of this Services may allow you to directly access Services operated by third parties, including, without limitation, our service providers or social media platforms. Some of these third-party marketing channels may be "co-branded" with a with our logo; even so, these third-party channels are not operated, controlled or maintained by us. These channels or links are provided for your convenience only and should be used with your discretion and prudent judgment. Links from our Services to third-party Services do not constitute sponsorship, endorsement, or approval of the content, policies or practices of such third-party Services. The collection and use of your information by such co-branding third parties is the responsibility of the co-branding partner. We are not responsible for any information these Services or digital channels may obtain and we do not oversee their policies or practices. This Privacy Policy does not apply to information provided to or gathered by the third parties that operate them. The privacy policies of these third-party Services may differ from ours. The Services may ask you for Personal Information. Please review the privacy policy on third-party channels before submitting information, because we do not have control over the use of information collected on the Services. Please review the privacy policies and practices of these digital channels before providing any Personal Information.

Information Security

Rentgrata uses commercially reasonable security and backup measures to protect the information submitted to us. No method of transmission over the Internet or method of electronic storage and security is 100% secure, though. While we always strive to protect your Personal Information and other data, we cannot guarantee its absolute security. We encourage all our Users to retain copies of all uploaded information on their own systems, to adhere to all corporate security policies or guidelines pertinent to your situation (as applicable), and to practice personal habits of digital security.

Children's Privacy

The Services are not directed to children under 13 years of age, and we do not knowingly collect any Personal Information from children under 13 years of age without parental consent. If we learn that a child under the age of 13 has provided us with Personal Information, or that such Personal Information has otherwise been inadvertently collected, we will delete it in accordance with applicable law.

State Law Data Subject Access Requests California Privacy Notice

California and other states' laws permits their residents to request certain details about information we disclose to third parties for direct marketing purposes. Under certain circumstances, you may also have rights under data protection laws in relation to your personal data which address the following rights:

- Request access to your personal data.
- Request correction of your personal data.
- Request erasure of your personal data.
- Object to processing of your personal data.
- Request restriction of processing your personal data.
- Request transfer of your personal data.
- Right to withdraw consent.

If you are a such a resident and would like to request this information, please contact us at the address listed below. Please note you may be limited to a limited number of requests per calendar year. In your request, please attest to the fact that you are a resident of the subject state and provide a current address for our response.

Pursuant to applicable state law, including without limitation, the California Consumer Privacy Act (CCPA), Rentgrata makes the following disclosures regarding the personal information Rentgrata has collected within the last 12 months:

| Category of Personal Information | Category of Source from Which Data is Collected | Purpose of Collection | Category of Third Parties to Whom Data is Disclosed |
|---|--|--|---|
| Identifiers and Contact Information. This category includes names, addresses, mobile phone numbers, email addresses, age or date of birth and other types of personally identifying information | Service Users and Third-party community partners | Collect and process registration information and verification and authentication of registrants and Digital Service subscribers and facilitating communications with our Service patrons | Internet Services Providers, and third-party service providers that support the operations of our |
| Internet or other electronic network activity information | Devices to which the Services are connected | To facilitate the efficient and secure use of our systems infrastructure | Service Providers |
| Automatically collected information such as IP address, browser type, and device type | Cookies and other tracking technologies | To analyze and track usage data; to determine the popularity of certain content; to deliver marketing and content targeted to user interests | Service Providers |
| Inferences drawn from the personal information and personal preferences that collected from | Service users and third-party community partners | To analyze and track usage data; to determine the popularity of certain content; to deliver marketing and content targeted to user interests | Service Providers |

Rentgrata allows certain third-party partners to collect information about the users of our Service for the purposes related to our business model, website and advertising analytics, and for security matters such as fraud detection and reporting. This activity may be considered a “sale” under California law.

When and if such information is considered to be a sale, you have the right to opt out of the “sale” of your Personal Information. Such requests may be submitted by as described in the How to Contact US section of our terms and conditions. You may also exercise your rights using the mechanisms described in this Privacy Policy.

If you are a California resident, pursuant to the CCPA, you have the right to request:

- the categories of personal information Rentgrata has collected about you;
- the categories of sources from which your personal information is collected;
- the business or commercial purpose of collecting or selling your personal information;
- the categories of third parties with whom Rentgrata shares your personal information;
- the specific pieces of personal information Rentgrata has collected about you;
- the categories of personal information that Rentgrata has sold about you and the categories of third parties to whom the personal information was sold, if applicable;
- deletion of your personal information; and
- an opt out of having your personal information disclosed or sold to third parties.

To submit a request, or designate an authorized agent to make a request under the CCPA on your behalf, please contact us at support@rentgrata.com, or complete the [web form located here](#). To verify your identity when you submit a request, we will match the identifying information you provide us to the personal information we have about you. If you have an Account with us, we will also verify your identity through our existing authentication practices for your Account.

Rentgrata will not be required to comply with your request to delete your personal information if it is necessary for Rentgrata to maintain your personal information in order to:

- complete the transaction for which the personal information was collected, provide a good or service requested by you, or reasonably anticipated within the context of Rentgrata’s ongoing business relationship with you, or otherwise perform a contract between you and Rentgrata;
- detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity; or prosecute those responsible for that activity;
- debug to identify and repair errors that impair existing intended functionality;
- exercise free speech, ensure the right of another consumer to exercise his or her right of free speech, or exercise another right provided for by law;
- comply with the California Electronic Communications Privacy Act pursuant to Chapter 3.6 (commencing with Section 1546) of Title 12 of Part 2 of the Penal Code;
- engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when Rentgrata’s deletion of the information is likely to render impossible or seriously impair the achievement of such research, if you have provided informed consent;
- to enable solely internal uses that are reasonably aligned with your expectations based on your relationship with Rentgrata;
- comply with a legal obligation; or
- otherwise use your personal information, internally, in a lawful manner that is compatible with the context in which you provided the information.

Rentgrata will not discriminate against you in the event you exercise any of the aforementioned rights under CCPA, including, but not limited to, by:

- denying goods or services to you;
- charging different prices or rates for goods or services, including through the use of discounts or other benefits or imposing penalties;
- providing a different level or quality of goods or services to you; or
- suggesting that you will receive a different price or rate for goods or services or a different level or quality of goods or services.

This Policy is available to consumers with disabilities. To access this Policy in an alternative downloadable format, please [click here](#).

California Do Not Track Notice

California law requires websites to disclose whether they and/or any third party(s) collect Personal Information about their users' online activities over time and across different sites. California law also requires that we disclose how we respond to "do not track" signals and similar mechanisms.

We do not track you over time or across third-party websites. As such, we do not respond to "do not track" signals. If you would like to learn more about browser tracking signals and "do not track" generally, please visit <https://allaboutdnt.org>

Nevada Privacy

If you are a resident of Nevada, you may ask us to add you to our opt-out list for possible future sales of certain information that we have collected or will collect about you. To submit such a request, please contact us as indicated below.

Consent to Transfer

Rentgrata is operated in the United States. If you are outside of the United States, please be aware that any information we collect will be transferred to and processed in the United States. By using our Services, or otherwise providing us with Personal Information, you understand and consent to this transfer, processing, and storage of your information in the United States, a jurisdiction in which the privacy laws may not be as comprehensive as, or conflict with, those in the country where you reside and/or are a citizen.

Data Retention Periods

We will retain your information for as long as your Account is active or as needed to support your interactions with our Services. If you wish to cancel your Account or request that we no longer use your information to provide you services contact us at support@rentgrata.com. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

Electronic Communication

When you open emails from us or engage in app push notifications, SMS or MMS communications, we may log and store such information. We may also keep records of various

communications regarding the types of products and services that you indicate are of interest to you via your response to email and text messaging. You will always have the option to opt out of such communications by click an “unsubscribe” link to replying “STOP” to our text messages.

Contact Information

Any questions or concerns pertaining to this policy should be directed in writing or via email to:

Rentgrata, Inc. 225 E Grand Ave, Suite 707, Chicago, IL 60611; support@rentgrata.com.