

## Privacy Statement

Effective Date: January 01, 2025

Company Name: Xpertise Enterprise Property Management, LLC

### 1. Overview

Xpertise Enterprise Property Management, LLC (Company, we, our, or us) respects your privacy and is committed to protecting the personal information of residents, property owners, vendors, applicants, and website visitors. This Privacy Statement explains how we collect, use, protect, and disclose information in connection with our property management services and website operations.

### 2. Information We Collect

We collect information necessary to provide residential property management services.

#### Applicant and Resident Information:

- Full name
- Date of birth
- Government-issued identification
- Contact information
- Employment and income verification
- Credit and background screening information
- Rental history
- Payment information
- Maintenance request history
- Lease documentation

#### Property Owner Information:

- Business name and contact details
- Banking and payment instructions
- Ownership documentation
- Tax identification information

#### Vendor Information:

- Business licenses and certifications
- Insurance documentation
- W-9 forms
- Banking/payment details

#### Website Data:

- IP address
- Device and browser type
- Usage analytics
- Cookies and similar technologies

### **3. How We Use Information**

We use collected information to process rental applications, conduct screenings, execute and manage leases, collect rent, coordinate maintenance, communicate with residents and owners, provide financial reporting, comply with legal obligations, and improve service delivery.

### **4. Information Sharing**

We do not sell personal information. Information may be shared with screening providers, payment processors, maintenance vendors, legal counsel, insurance carriers, government authorities when required, and property owners as necessary for asset oversight.

### **5. Data Security**

We implement administrative, technical, and physical safeguards to protect personal information. These include secure property management software platforms, role-based access controls, encrypted payment processing, secure document storage, and regular vendor compliance reviews.

### **6. Data Retention**

We retain personal information only as long as necessary to fulfill contractual obligations, comply with legal and regulatory requirements, resolve disputes, and enforce agreements.

### **7. Your Rights**

Depending on jurisdiction, individuals may have rights to access, correct, or request deletion of personal information, object to certain processing activities, or withdraw consent where applicable.

### **8. Fair Housing Compliance**

We comply with all applicable federal, state, and local Fair Housing laws. Screening criteria are applied consistently and objectively.

### **9. Cookies**

Our website may use cookies and analytics tools to improve functionality and monitor performance. Users may adjust browser settings to manage cookie preferences.

### **10. Updates**

This Privacy Statement may be updated periodically to reflect operational or legal changes. The updated version will be posted with a revised effective date.

## 11. Contact Information

Xpertise Enterprise Property Management, LLC  
13001 Derekwood Lane  
Suite 204  
Lanham, MD 20706

301-798-4060

### Data Sharing

- Customer data is not shared with 3rd parties for promotional or marketing purposes.
- Mobile opt-in and consent are never shared with anyone for any purpose. Any information sharing that may be mentioned elsewhere in this policy excludes mobile opt-in data.

### Messaging Terms and Conditions

- By providing your phone number and agreeing to receive texts, you consent to receive text messages from XperTise Enterprise, from 301-798-4060 regarding customer care. Consent is not a condition of purchase. Message frequency varies. Message & data rates may apply. You can reply STOP to unsubscribe at any time or HELP for assistance. You can also contact us 301-798-4060 or crew@xpertiseenterprise.com. Mobile opt-in information is never shared with third parties.