

Privacy Policy for Applicants and Tenants

Doors Management & Leasing
4105 84th Street
Lubbock, TX 79423
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Effective Date: January 1, 2026

1. Overview

This Privacy Policy explains how Doors Management & Leasing ("we," "us," or "our") collects, uses, discloses, and safeguards personal information obtained from rental applicants, tenants, co-applicants, and guarantors in connection with residential property management services.

This Privacy Policy is made available to applicants and tenants through our website and upon request and is incorporated by reference into our application and screening materials.

We are committed to handling personal information responsibly and in compliance with applicable federal and Texas law.

2. Information We Collect

We may collect the following categories of personal information, as permitted by law:

- Full legal name, date of birth, and contact information
- Social Security number or Individual Taxpayer Identification Number (ITIN)
- Government-issued identification
- Employment, income, and financial information
- Rental and housing history
- Consumer reports (including credit reports and criminal background reports)
- Vehicle and emergency contact information
- Information submitted electronically through online applications, email, or third-party screening platforms
- Any other information voluntarily provided during the application, screening, leasing, renewal, or tenancy process

3. Purpose of Collection and Use

Personal information is collected and used solely for legitimate business and legal purposes, including:

- Evaluating rental applications and determining eligibility
- Complying with federal, state, and local legal requirements
- Preparing, administering, and enforcing lease agreements
- Managing tenancy, maintenance, utilities, and property operations
- Protecting the safety of residents, property owners, and managed properties

We do not collect or use personal information for unrelated marketing purposes.

4. Disclosure of Information

Personal information may be disclosed only as necessary and as permitted by law, including disclosure to:

- Consumer reporting agencies and tenant screening providers
- Property owners and their authorized representatives
- Service providers performing property management functions (such as maintenance coordination or utility billing)
- Resident Benefits Package service providers, as necessary to administer services elected or required under the Lease
- Attorneys, collection agencies, courts, law enforcement, or governmental agencies as required or permitted by law

We do not sell personal information.

5. Data Security

We maintain reasonable physical, administrative, and electronic safeguards designed to protect personal information from unauthorized access, use, or disclosure. Access to personal information is limited to employees, agents, or service providers with a legitimate business or legal need to know.

While no system can be guaranteed to be completely secure, we take commercially reasonable steps to protect personal information.

6. Record Retention and Disposal

Applicant and tenant records are retained in accordance with applicable federal and Texas law and our internal record-retention policies. Retention periods vary based on record type and legal requirements. When personal information is no longer required, it is securely disposed of.

In the event of a data breach involving personal information, affected individuals will be notified as required by Texas and federal law.

7. Consumer Reporting and Applicant Rights

If an application is denied or adverse action is taken based in whole or in part on information contained in a consumer report, the applicant will receive all notices required by the Fair Credit Reporting Act (FCRA).

Applicants have the right to:

- Obtain a free copy of the consumer report from the reporting agency
- Dispute inaccurate or incomplete information directly with the reporting agency

8. Texas-Specific Notice

Pursuant to Texas Property Code §92.3515, this Privacy Policy and our Tenant Selection Criteria are provided to all rental applicants. A signed acknowledgment of receipt may be required as part of the application process.

9. Contact Information

Questions or concerns regarding this Privacy Policy may be directed to:

Doors Management & Leasing
4105 84th Street
Lubbock, TX 79423
Phone: 806-696-7500
Email: info@doorslubbock.com

This Privacy Policy applies only to residential property management activities conducted by Doors Management & Leasing and does not create contractual rights beyond those required by applicable law.