

Privacy Policy

We at ApartmentLove Inc. ("ApartmentLove") are committed to maintaining the accuracy, confidentiality, and security of your personal information. We have developed this privacy policy (the "Policy") to describe our privacy practices and how we collect, use, and disclose the personal information of those individuals who visit www.ApartmentLove.com (the "Site") or use the information or services that we offer through the Site (the "Services"). Please take a minute to read this Policy so that you understand how we treat your personal information.

WHAT IS PERSONAL INFORMATION?

For the purposes of this Policy, personal information is any information about an identifiable individual, other than the person's business title or business contact information when used or disclosed for the purpose of business communications

WHAT PERSONAL INFORMATION DO WE COLLECT?

You may visit the Site and access certain Services without telling us who you are or revealing any information about yourself, including your e-mail address. Our web server, however, may collect information related to your visit to the Site or the Services, including the IP address and domain used to access the Site or the Services, the type and version of your browser, the website you came from to access the Site or the Services, the page you entered and exited at, any pages that are viewed by that IP address and what city and/or country you are from. We use this information to monitor the Site's and Services' performance (such as number of visits, average time spent per page, and number of page views among other measures) and for our business purposes such as working to continually upgrade the Site and the Services.

We may collect personal information from you, such as your name, e-mail address, postal address, phone number, and credit card number, when you access some Services, including creating a user account, listing a property online, saving your preferences online, signing up for e-mail alerts, or contacting us with a question or concern. We maintain a record of your preferences and the Services you use and may combine this information with information about you that we acquire from our marketing partners, from unrelated third parties, and possibly from our other brands.

WHY DO WE COLLECT, USE, AND DISCLOSE PERSONAL INFORMATION?

In addition to the specific purposes that we may advise you of at or before the time that we collect your personal information, we may also collect personal information from you so that we may: enable you to access or otherwise use the Services; learn more about your preferences; establish, maintain, enhance, and manage your experience; analyze trends and statistics; review and improve the Services that we provide to you; communicate with you and send you information by e-mail, postal mail, telephone, text message, or other means about our Services, unless you have directed us not to contact you with promotional communications; address problems with and improve the Site design, and Services; protect against error, fraud, theft and damage to our goods and property; and comply with applicable law or regulatory requirements.

We may also use your contact information to provide you with notifications regarding the Site or Services, such as any future amendments to this Policy, and may disclose such information in response to a law enforcement agency or other public agency's lawful request or if we feel that such disclosure may prevent the instigation of a crime, facilitate an investigation related to public safety or protect the safety of a user using the Site or Services, protect the security or integrity of the Site and Services, or enable us to take precautions against liability.

Your personal information may be shared with our employees, contractors, consultants, affiliates, and other parties who require such information to assist us with establishing, maintaining, and managing our relationship with you or developing, operating, and maintaining the Site and the Services. Examples of third parties with whom we may share your personal information include our service providers who manage our customer information and perform services on our behalf, and other companies that we may collaborate with to offer or provide products, services, or promotions to our customers. In addition, your personal information may be disclosed or transferred to another party in the event of a change in ownership of, or a grant of a security interest in, all or a part of ApartmentLove. Further, your personal information may be disclosed: as permitted or required by applicable law or regulatory requirements (for example, in response to a court order or a subpoena); to protect the rights and property of ApartmentLove; during emergency situations or where necessary to protect the safety of a person or group of persons; where the personal information is publicly available; or with your consent.

You acknowledge and agree that access to and use of this Site and the Services is provided via the Internet and that your information, including personal information, may be transferred across national borders, and stored or processed in any country in the world. We may collect, use, or disclose your personal information without your knowledge or consent where we are permitted or required by applicable law or regulatory requirements to do so. In addition, our

third-party service providers may provide certain information technology and data processing services to us from time to time so that we may operate our business.

WE MAY SEND YOU E-MAIL

From time to time we may e-mail important information to you regarding the Site or the Services, including for example, changes to our service offerings, e-mails advising you that your listings may be expiring shortly, and e-mails containing your forgotten password. In addition, where you request information from us, we may use the e-mail address that you provide to send you information about offers on products and services that we believe may be of interest to you. If you do not wish to receive such e-mails, you may opt out of receiving same by simply telling us when you give us your personal information or register with us. If you later change your mind, you may advise us at any time to indicate that you now wish to, or no longer wish to, receive these messages. If you have asked us to put you on an e-mail mailing list to provide you with certain information on a regular basis, you may ask us to remove you from the list at any time (using the unsubscribe instructions provided with each e-mail and on the Site or Service where you signed up).

COOKIES

IF YOU CHOOSE TO DECLINE COOKIES, SOME PARTS OF THE APARTMENTLOVE PLATFORM MAY NOT WORK AS INTENDED OR MAY NOT WORK AT ALL.

Please note this “Cookies Section” of our Privacy Policy only covers our use of cookies and does not include the use of cookies by any third party. Visit the privacy policies of other companies whose pages you visit as a result of your interaction with such parties on the ApartmentLove Platform to satisfy yourself of their respective privacy practices which may differ, materially, from those of ApartmentLove.

When you visit any web site, it may store or retrieve information on your browser, mostly in the form of cookies. This information might be about you, your preferences, and/or your device and is mostly used to make the site work as intended. The information does not usually directly identify you, but it can give you a more personalized web experience.

- Certain cookies are necessary for the site to function and cannot be switched off in our systems. Such cookies are usually only set in response to actions you make which result in a request for services, such as setting your privacy preferences, logging in, or filling in

forms. You can set your browser to block or alert you about these cookies but some parts of the site may not work as intended as a result of a change of settings.

- Other cookies allow us to count visits and traffic sources so we can measure and improve the performance of our site. These cookies help us know which pages are the most and least popular and to better understand how visitors navigate around the site. The information these types of cookies collect is aggregated and therefore anonymous.
- Other types of cookies help provide enhanced functionality and personalization when using the site. These cookies may be set by us or by third party providers whose services we have added to our pages to maximize the experience when on our site. If you do not allow these types of cookies, then some or all of the functionalities they power may not function properly or at all.

ApartmentLove uses cookies and may also use similar technologies to help provide, protect, and improve the ApartmentLove Platform. We use these technologies for a number of purposes, such as (but not limited to):

- to enable you to use and access the ApartmentLove Platform and payment services;
- to enable, facilitate, and streamline the functioning of your access to the ApartmentLove Platform;
- to better understand how you navigate through and interact with the ApartmentLove Platform;
- to show you site content we feel is most relevant to you while on the ApartmentLove Platform;
- to monitor and analyze the performance, operation, engagement, and effectiveness of the ApartmentLove Platform;
- to enforce legal agreements that govern use of the ApartmentLove Platform;
- for fraud detection and prevention, trust and safety, and investigations;
- for purposes of our own customer support, analytics, research, product development, and regulatory compliance, and
- to improve the performance of the ApartmentLove Platform and your user experience.

When you visit the ApartmentLove Platform we may place cookies on the device you used to access the ApartmentLove Platform. Cookies are small text files that websites send to your

computer or other Internet-connected device to uniquely identify your browser or to store information or settings in your browser for future reference. Cookies allow us to recognize you when you return to our site. Cookies also help us provide customized experiences and can enable us to detect certain kinds of fraud. The information we collect using cookies and other tools is only used in a non-identifiable manner without reference to personal information. For example, we may use information we collect to better understand website traffic patterns and to optimize our website layout and design to provide you with an enriched and more positive experience. In some cases, we may associate the information we collect using cookies and other technology with your personal information. Our business partners may also use cookies and other tracking technologies on the ApartmentLove Platform or engage others to track your behavior on our behalf.

There are two types of cookies used on the ApartmentLove Platform: (1) “session cookies” and (2) “persistent cookies.” Session cookies normally expire when you close your browser, while persistent cookies remain on your device after you close your browser, and can be used again the next time you access the ApartmentLove Platform.

In many cases you can manage cookie preferences and opt-out of having cookies and other data collection technologies used by adjusting the settings on your browser. All browsers are different and thus we encourage you to visit the “help” section of your browser to learn about cookie preferences and other privacy settings that may be available to you. If you choose to remove or reject cookies or clear local storage setting these changes could affect the features, availability, and functionality of the ApartmentLove Platform and your user experience with same.

We may use flash cookies, also known as “local stored objects”, and similar technologies to personalize and enhance your online experience. A flash cookie is a small data file placed on a computer using Adobe Flash technology. The Adobe Flash Player is an application that allows rapid development of dynamic content, such as video clips and animation. We may use flash cookies to personalize and enhance your online experience and to deliver content for Flash players. We may also use Flash cookies for security purposes, to gather certain website metrics, and to help remember settings and preferences. Flash cookies are managed through a different interface than the one provided by your web browser. If you disable Flash cookies or other similar technologies, please note that you may not have access to certain content and product features such as your device remembering a particular listing that you viewed during a previous visit.

Pixel tags, web beacons, and tracking URLs are tiny graphic images and/or small blocks of code that we may place on website pages, ads, and/or in our emails that allow us to determine whether you performed a specific action. When you access these pages, or when you open an email, these technologies let us know you have accessed the web page or opened the email. These tools help us measure engagement rates to our communications and provide insights on how we may improve our web pages and promotions to better align with your needs, wants, and interests.

We collect many different types of information from server logs and other technologies. For example, we collect information about the device you use to access the ApartmentLove Platform, your operating system type, browser type, domain, and other system settings, as well as the language your system uses and the country and time zone where your device is located. Our server logs also record the IP address of the device you use to connect to the Internet. An IP address is a unique identifier that devices require to identify and communicate with each other on the Internet. We may also collect information about the website you were visiting before you came to the ApartmentLove Platform and the website you visit after you leave the ApartmentLove Platform.

We may use device-related information to authenticate users. For example, we may use your IP address, browser information, or other data provided by your browser or device to identify the device being used to access the ApartmentLove Platform. We may also use these device-related techniques for associating you with different devices that you may use to access our content including for fraud-protection purposes and to better target the delivery of content via the ApartmentLove Platform.

Third parties may place technologies such as pixels and “software development kits” on the ApartmentLove Platform. These technologies (1) help us analyze how you use the ApartmentLove Platform, such as by noting the third party services from which you arrived, (2) market and advertise ApartmentLove services to you on the ApartmentLove Platform and third party websites, (3) help us detect or prevent fraud or conduct risk assessments, and (4) collect information about your activities on the ApartmentLove Platform, other sites, and/or the materials you have clicked on.

The ApartmentLove Platform may use social plugins provided and operated by third parties, such as Facebook’s Like Button. As a result, you may send to various third parties the information that you are viewing on a certain part of the ApartmentLove Platform. If you are not logged into your

account with the third party, then the third party may not know your identity. If you are logged in to your account with the third party, then the third party may be able to link information or actions about your interactions with the ApartmentLove Platform to your account with them. Please refer to the respective third party's privacy policies to learn more about their data and privacy practices as they may differ, materially, from those of ApartmentLove.

Most browsers automatically accept cookies, but you can modify your browser settings to decline cookies by visiting the help section of your browser's toolbar. Flash cookies operate differently than browser cookies, and cookie management tools available in a web browser will not remove Flash cookies. Your mobile device may allow you to control cookies through its settings function. Refer to your device manufacturer's instructions for more information.

YOUR CONSENT IS IMPORTANT TO US

By using the Site or Services, you are consenting to the collection, use and disclosure of your personal information as explained in this Policy. If you later change your mind, you may advise us at any time to indicate your privacy preferences and to specify how we may collect, use, or disclose your personal information. In addition, you may change or withdraw your consent at any time, subject to legal or contractual restrictions and reasonable notice, by contacting us using the contact information set out below. In some circumstances, a change in or withdrawal of consent may severely limit our ability to provide products or services to you. All communications with respect to such withdrawal or variation of consent should be in writing and addressed to our Privacy Department by email at: privacy@apartmentlove.com.

HOW IS YOUR PERSONAL INFORMATION PROTECTED?

When you enter your personal information on the Site when making an applicable payment to us, we use Secure Sockets Layer (SSL) technology to protect your information as it is transmitted to us. While we have this in place, along with other physical, contractual, electronic, and managerial safeguards to seek to protect the security and privacy of your personal information that are appropriate to the sensitivity of the personal information in question, please be aware that: no security measures are perfect or impenetrable; and no data transmission over the Internet can be guaranteed to be one hundred percent (100%) secure. As a result, while this Site and the Services strive to protect your personal information, we cannot warrant the confidentiality or security of any information you transmit to us, and you do so at your own risk. The security of your personal information is important to us, please advise our Privacy

Department immediately of any incident involving the loss of or unauthorized access to or disclosure of personal information that is in our custody or control.

PHISHING

Phishing is the practice of tricking someone into giving confidential information. Examples include falsely claiming to be a legitimate company when sending an e-mail to a user in an attempt to get the user to send private information that will be used for identity theft and fraud. We will never ask you to send any personal details via e-mail. If we require such details, for security reasons we will ask you to contact us by phone. In the event that you receive an e-mail claiming to be from ApartmentLove requesting this kind of information, please do not respond to the communication but let us know. Always be cautious about the information you provide or store online.

SPECIAL NOTES ABOUT CHILDREN

We do not knowingly collect, use, disclose or store personal information of children under eighteen (18) years of age. Our Site is intended for a general audience and is not targeted to or intended for use by children. If we receive actual knowledge that a person is under the age of eighteen (18) and has registered without the permission of their parent or guardian to use the Site, we will, to the best of our abilities, remove from our files all personally identifiable registration information about that individual.

UPDATING YOUR PERSONAL INFORMATION

It is important that the information contained in our records is both accurate and current. If your personal information happens to change during the course of our relationship, please keep us informed of such changes. In some circumstances we may not agree with your request to change your personal information and will instead append an alternative text to the record in question.

ACCESS TO YOUR PERSONAL INFORMATION

You can ask to see the personal information that we hold about you, if any. If you want to review, verify, or correct your personal information, please contact us by email at: privacy@apartmentlove.com. When requesting access to your personal information, please note that we may request specific information from you to enable us to confirm your identity and right to access, as well as to search for and provide you with the personal information that we may hold about you, if any. We may charge you a fee to access your personal information;

however, we will advise you of any fee in advance. Your right to access the personal information that we hold about you, if any, is not absolute. There may be instances where applicable law or regulatory requirements allow or require us to refuse to provide some or all of the personal information that we hold about you, if any. In addition, the personal information may have been destroyed, erased, or made anonymous in accordance with our record retention obligations and practices.

INQUIRIES OR CONCERNS?

For questions about this Policy, to make choices about receiving promotional communications, or to update your personal information, you can contact us by email at: privacy@apartmentlove.com.

APPLICATION AND INTERPRETATION OF THIS POLICY

It is our practice to comply with the privacy legislation within each jurisdiction in which we operate. Sometimes the privacy legislation and/or an individual's right to privacy are different from one jurisdiction to another. This Policy has a limited scope and application. Consequently, the rights and obligations contained in this Policy may not be available to all individuals or in all jurisdictions at all times or ever. Any interpretation associated with this Policy will be made by us. This Policy includes examples but is not intended to be restricted in its application to such examples, therefore where the word 'including' is used, it shall mean 'including without limitation'. This Policy does not create or confer upon any individual any rights, or impose upon ApartmentLove any rights or obligations outside of, or in addition to, any rights or obligations imposed by applicable laws. Should there be, in a specific case, any inconsistency between this Policy and such laws, this Policy shall be interpreted, in respect of that case, to give effect to, and comply with, such laws.

MODIFICATIONS TO THIS POLICY

From time to time, we may make changes to this Policy to reflect changes in our legal or regulatory obligations or in the manner in which we deal with your personal information. We will post any revised version of this Policy on the Site and encourage you to refer back to it on a regular basis.

This Privacy Policy was last updated January 04, 2022.