

# Privacy Policy

Your privacy is important to RPM Property Management. To better protect your privacy we provide this notice explaining our online information practices and the choices you can make about the way your information is collected and used. To make this notice easy to find, we make it available via a link in the footer of every page of our website.

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally. By using our website, you are agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to [office@rpmnw.com](mailto:office@rpmnw.com).

## Who are we?

RPM provides property management services to multiple apartment complexes located within walking distance of Western Washington University. The registered address is RPM Property Management Division, 424 W. Bakerview Road, Suite 109, Bellingham, WA 98226.

## How do we collect information from you?

We obtain information about you when you use our website, for example, when you fill out one of the forms on our website.

## What type of information is collected from you?

The personal information we collect may include your name, address, email address, IP address, phone number, and information regarding what pages are accessed and when. Other types of information we may collect via third parties:

- **Analytics:** We use Google Analytics, which uses cookies and similar technologies to collect and analyze information about use of the Services and report on activities and trends. This service may also collect information regarding the use of other websites, apps and online resources. You can learn about Google's practices by going to [www.google.com/policies/privacy/partners/](http://www.google.com/policies/privacy/partners/), and opt out of them by downloading the Google Analytics opt-out browser add-on, available at <https://tools.google.com/dlpage/gaoptout>.
- **IP Address:** Your IP address is a number that is automatically assigned to the computer that you are using by your Internet Service Provider. An IP address may be logged automatically in our server log files whenever you access the

Services, along with the time of the visit and the pages visited. Collecting IP addresses is done automatically by many websites, applications and other services. We use IP addresses for purposes such as calculating usage levels, diagnosing server problems and administering the Services. We may also derive your approximate location from your IP address.

- **Using pixel tags and similar technologies:** Pixel tags (also known as web beacons and clear GIFs) may be used in connection with some Services to, among other things, track the actions of users (including email recipients), measure the success of our marketing campaigns and compile statistics about use of the Services and response rates.

## How is your information used?

We may use your information to:

- to carry out our obligations arising from any contracts entered into by you and us;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you;
- activities, promotions of our associated services.

We review our retention periods for personal information on a regular basis. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

## Who has access to your information?

We use return email addresses to answer the email we receive. Such addresses are not used for any other purpose and are not shared with outside parties.

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

**Third Party Service Providers working on our behalf:** We may pass your information to our third party service providers, agents subcontractors and other associated organizations for the purposes of completing tasks and providing services to you on our behalf. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service.

We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation, or if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our supporters and customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

Finally, we never use or share the personally identifiable information provided to us online in ways unrelated to the ones described above without also providing you an opportunity to opt-out or otherwise prohibit such unrelated uses.

## **Your choices**

You have a choice about whether or not you wish to receive information from us. We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: [office@rpmnw.com](mailto:office@rpmnw.com). Any messages sent via our direct marketing will have an option to unsubscribe.

## **How you can access and update your information**

The accuracy of your information is important to us. If you need to update any of the information we hold, please email us at [office@rpmnw.com](mailto:office@rpmnw.com). We will respond to your request within a reasonable period of time upon verification of your identity in accordance with local laws. We recommend you include documents that prove your identity and a clear and precise description of the information which you request access to.

You have the right to ask for a copy of the information RPM Property Management holds about you.

## **Security precautions in place to protect the loss, misuse or alteration of your information**

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, RPM Property Management has put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online. All pages are encrypted and protected with the following software 128 Bit encryption on SSL. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

## **Profiling**

We may analyze your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively. We may also use your personal information to detect and reduce fraud and credit risk. We use non-identifying and aggregate information to better design our website.

## **Use of ‘cookies’**

A cookie is a small file which asks permission to be placed on your computer’s hard drive. Once you agree, the file is added and the cookie helps analyze web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyze data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## **Links to other websites**

Our website may contain links to other websites run by other organizations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

## **13 or Under**

Protecting the privacy of the very young is especially important. For that reason, we never collect or maintain information at our website from those we actually know are under 13, and no part of our website is structured to attract anyone under 13.

## **Transferring your information**

If you choose to provide us with personally identifiable information, RPM Property Management may transfer that information to third parties, across borders, and from your

country or jurisdiction to other countries or jurisdictions around the world. If you are visiting from the European Union or other regions with laws governing data collection and use that may differ from U.S. law, please note that you are transferring your personally identifiable information to the United States which does not have the same data protection laws as the EU and by providing your personally identifiable information you consent to:

- the use of your personally identifiable information for the uses identified above in accordance with this privacy policy; and
- the transfer of your personally identifiable information to the United States as indicated above.

## **Review of this Policy**

We may update this Privacy Policy from time to time to reflect changes to our information practices. If we make any material changes we will notify you by a notice on our site prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices.

This Policy was last updated on June 22, 2018.

This privacy policy is adapted from the [Better Business Bureau](#).