

PRIVACY POLICY

Privacy Policy for Russell Property Management, Inc.

Effective Date: 03/10/2026

Thank you for using our text number services. We value your privacy, and this policy outlines how we handle your data.

1. *Information We Collect*

Mobile Phone Number: While on our website, through online applications, maintenance requests, showing requests, Tenant Web Access registration, site reservations, or general informational request forms we may collect your phone number to send and receive text messages.

User-Provided Information: Any additional information you provide helps us improve our services and provide better support.

2. *How We Use Your Information*

We use your data to:

- Deliver text messages and updates related to our services.
- Improve our services and user experience.
- Respond to your inquiries and provide customer support.
- Occasionally send promotional offers, alerts, communication about community news, urgent notifications, events, and other content.

3. *Message Content*

Messages may include promotional offers, alerts, communication about community news, urgent notifications, events, and other content. Standard messaging rates may apply. Message frequency will vary.

4. *Data Security*

We take reasonable steps to protect your personal information from unauthorized access and disclosure. However, no data transmission over the internet or method of electronic storage is 100% secure, and we cannot guarantee the absolute security of your information.

We do not sell or share information

5. *Opt-Out*

You can opt out of our messages at any time by replying "STOP" to a message. Reply "HELP" for more information.

6. *Contact Us*

For questions or concerns about your data, please contact us at leasingmgr@russellpm.com.

7. *CTIA Compliance*

Our services comply with CTIA guidelines. To report concerns or violations, contact us using the provided information.

8. *Changes to Policy*

We may update this Privacy Policy from time to time to reflect changes in our data practices or legal requirements. We will notify you of any material changes to this Privacy Policy by posting the updated version on our website or through other means. Your continued use of the Service after such changes constitutes your acceptance of the revised Privacy Policy.