

Privacy Policy

Professionally Managed by BH Management Services, LLC

Last updated: February 8th, 2022

This website ("Site") is owned and operated by BH Management Services, LLC (referred to herein as "BH," "we," "us," or "our"). BH is committed to the privacy rights and protection of information collected about our residents, prospective residents, clients, and other visitors to this Site. This privacy statement sets forth BH's Privacy Policy ("Policy") for this Site and information collected through the Site, including when submitting an application to reside, or residing, at one of our properties. The Policy describes how we collect, protect, and use the information we receive from visitors to our Site, applicants, and residents at BH properties. Please note, the Policy applies only to managed information collected through this Site (or an affiliated website owned and operated by BH) and not to information collected through any other unaffiliated third-party websites or applications.

ACCEPTANCE OF THESE TERMS

By using this Site or providing information to us, you signify your agreement to our Policy. If you do not agree with this Policy, please do not use this Site or provide information to us.

THIS POLICY IS PART OF OUR TERMS AND CONDITIONS

This Policy is part of the [Terms of Use](#) that govern your use of the Site. Please take a few minutes to review this Policy and the Terms of Use to familiarize yourself with our practices and your obligations when using this Site. Your use of this Site constitutes consent to be governed by the Terms of Use and this Policy.

INFORMATION WE COLLECT AND HOW WE USE IT

In certain areas of the Site, we may ask you to submit information that identifies you as an individual ("Personal Information") to us, and we may invite you to request information from us. In addition to any information that you may voluntarily provide, the Site may automatically collect information about you and your use of the Site.

Information We Automatically Collect: We automatically collect information about your interactions with our Site, including information about the device(s) you use to access the Site.

Cookies and Device Identifiers

A cookie is a small file placed on your device when you visit a website that can be understood by the website that issued the cookie. We use cookies and other technologies, including device identifiers, to collect information and support certain features of the Site. For example, we may use these technologies to:

- collect information about how visitors use the Site (for example, which pages they visit, which links they use, and how long they stay on each page);
- support the features and functionality of the Site (for example, to save a visitor the trouble of re-entering information already in our database or to prompt the settings they established on previous visits);
- personalize a visitor's experience when they use the Site; and
- improve our marketing efforts, including targeted advertising.

We may use both session cookies and persistent cookies. A session cookie expires when you close your browser. A persistent cookie remains on your hard drive for an extended period. The information we collect using cookies and similar technologies may or may not directly identify you, but we may link it to Personal Information that you provide. If you do not wish to receive cookies, you may set your browser to reject cookies or to alert you when a cookie is placed on your computer. Although you are not required to accept cookies when you visit our Site, you may be unable to use all Site functionality if your browser rejects cookies.

Information from Your Computer or Mobile Device

When you access the Site through your computer or mobile device, we may automatically collect certain information from and/or about your device, such as: IP address, access dates and times, information about your approximate location (as determined through your IP address), hardware and software information, mobile and computer or hardware device information. This information allows us to understand how you've used the Site, and other actions you have taken in connection with your use of the Site. We automatically collect log data when you access and use the Site.

Information You Provide to Us: Certain areas of the Site ask you to submit information, including Personal Information, to us, or request information from us; e.g. when you fill out forms or applications for one of our properties or correspond with us to inquire about property information or availability. We may also receive information from you over the phone if you use that method to contact us. We may ask you to provide us with Personal Information for the following purposes:

Online Transactions and User Accounts

We offer visitors to this Site the opportunity to submit a rental application online. We collect Personal Information such as your name, address, date of birth, and social security number to process your rental application. We also offer residents of BH properties the opportunity to use various online services, including an online payment system and service requests. In order to take advantage of these services, you must create a login name and password ("User Account") and provide us with your contact information.

Payment Information

You may provide payment information, including credit card or financial account information, to pay rent through the Site. This information is used only to fulfill the transactional purpose for which you submit it to us and may be processed by a third-party vendor on our behalf. We use a third-party payment processor to take payment for our properties.

Email Correspondence

On our Site, there are forms for each BH property in which you can submit comments, make a complaint, make suggestions, and ask questions. Your name and email address are required so that we can process your inquiries, respond to your requests, and improve our services.

Other Communications

We offer residents who have a User Account the opportunity to sign up for email notifications, text notifications, and voice calls regarding announcements and events. In order to sign up for these communications, you must create a User Account and provide us your contact information, such as your name and address.

Third-Party Analytics Tools

Beyond the information you voluntarily provide to us directly, BH utilizes analytics tools, including third-party technologies such as Google Analytics, to collect information and help us understand how visitors engage with our Site. To learn more about Google Analytics, click [here](#). To learn more about how Google uses data collected through partner sites or applications, click [here](#).

Third-Party Advertising Tools

Third parties may deliver cookies or other tracking technologies, including web beacons or tracking pixels, to your computer or mobile device for the purpose of tracking your online behaviors across nonaffiliated websites, and to deliver targeted advertisements on other nonaffiliated websites. For example, we use the Facebook Pixel to better understand who visits our website and to provide you relevant targeted advertisements on other websites.

How We Use Information

Personal Information collected by BH will be used for purposes including: administration of our site; communications with visitors who submit requests for information; allowing visitors who have created a User Account to submit an application or to use online resident services; and for communications with residents who ultimately execute lease agreements and reside at a BH property.

In general, we use the information we collect to provide you services, enhance your experience on our Site, improve our services, and for marketing and promotional efforts. For more details about how we use information, please see below.

Use of Information You Provide to Us

Generally, we may use information you provide to us through the Site:

- to provide the information, content, and services you request;
- for security or fraud prevention purposes;
- to provide you with effective customer service;
- to provide you with a personalized experience when you use our Site;
- to contact you with information and notices related to your use of our Site;
- to better understand your needs and interests;
- to improve the content, functionality, and usability of this Site;
- to improve our services;
- to improve our marketing and promotional efforts;
- to engage vendors and/or business partners to assist with the above activities; and
- for any other purpose identified in an applicable privacy notice, click-through agreement, or other agreement between you and us.

Please see “Your Choices” below for information about the choices you have about the ways we use the information we collect about you.

Use of Aggregated Information

We may use information gathered through the Site to create a compiled, aggregate view of the Site’s audiences and its visitors’ usage patterns. We use aggregated information to improve our content, operate our services, and to better understand our audience as we develop new properties and services. We may also share aggregated information—which no longer identifies any individuals—with our third-party service providers as well as with potential advertisers, so they can better understand and/or market to our audience.

EMAIL CONSENT AND OPT-OUT

When you provide us your email address, you consent that we may contact you using that email address to provide you with information and notices relating to: the property about which you inquire or where you reside; various similar services available to you at or through that property; and various other properties that may be available and of interest to you in the future. It also means we may email you regarding updates to this Privacy Policy or with updates about BH generally (for example, to share a press release).

You may choose to opt out of receiving future commercial email messages from us as a result of your use of this Site or residing at a BH property. Each broadly distributed

commercial email sent by us contains a link with instructions on how to remove yourself from our email list. Please note that you will need to opt-out separately from any third-party sites with which you have registered.

DISCLOSURE OF PERSONAL INFORMATION

Third Parties

BH may disclose Personal Information to third-party vendors and service providers that work with BH. We will only share Personal Information with these vendors and service providers to help us provide a product or service to you. Examples of third parties we work with include waste service providers, utility service providers, financial institutions, and alarm service providers. These third parties only have access to Personal Information necessary for them to complete their service.

We may also contract with third parties who use cookies to collect information on our behalf. These parties maintain their own confidentiality and security standards.

California's "Shine the Light" law permits California residents to request certain information from us about our disclosure of personal information to third parties for third parties' direct marketing purposes. To make such a request, please send an email to [privacy@livebh.com] with the subject "Shine the Light Request."

Business Purposes

As we continue to develop our business, we may contemplate selling, merging, or otherwise reorganizing our businesses. In negotiating with a third party about entering into such an arrangement, we may need to disclose your Personal Information. In such cases, we will take reasonable measures to protect the Personal Information we disclose, for example, by requiring a prospective partner or purchaser to sign a non-disclosure agreement limiting the use and protecting the confidentiality of the information.

There may be transactions in which a property or this Site has a change in ownership, a change in management, or there may be a merger, divestiture, transfer of control, restructuring, reorganization, dissolution, or other sale or transfer of a property, this Site, or some or all of our assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which Personal Information held by BH, a subsidiary, or an affiliated company about our Site's users is among the assets transferred.

Legal/Safety Purposes

BH may be required to disclose Personal Information if we are required to do so by law or we in good faith believe that such action is necessary to: (a) comply with the law or legal process; (b) protect and defend our rights and property; (c) protect against misuse

or unauthorized use of the Site; or (d) protect the personal safety or property of our users or the public.

SECURITY OF INFORMATION

BH takes appropriate technical and organizational measures in accordance with applicable laws and appropriate to the risk of users' Personal Information that we hold.

We limit access to Personal Information to employees who we believe reasonably need to receive such information in order to do their jobs, and we take the precautions we deem reasonable to protect the security of users' Personal Information.

Unfortunately, no data transmission over the Internet or any wireless network can be guaranteed to be 100% secure. As a result, while we strive to protect your Personal Information, you acknowledge that: (a) there are security and privacy limitations of the Internet which are beyond our control; (b) the security, integrity and privacy of any and all information and data exchanged between you and us through this site cannot be guaranteed; and (c) any such information and data may be viewed or tampered with in transit by a third party.

RETENTION OF INFORMATION

BH will retain your Personal Information for as long as required to perform the purposes for which the information was collected, depending on the legal basis for which that data was obtained and/or whether additional legal/regulatory obligations mandate that we retain your Personal Information. We may also retain Personal Information for the period during which a claim may be made in relation to our dealings with you.

LINKS TO THIRD-PARTY WEBSITES

This Policy only addresses the use and disclosure of information that we collect from you. When you are on the Site, you could be directed to other third-party websites or apps that are beyond our control. These third-party websites have their own privacy policies and data collection, use, and disclosure practices. Please consult each website's privacy policy. We are not responsible for the policies or practices of third parties.

OUR COMMITMENT TO CHILDREN'S PRIVACY

BH recognizes the importance of protecting the privacy and safety of children. Our Site and services are directed towards a general adult audience and not directed towards children. We do not knowingly collect information about children under the age of 16 or minors otherwise defined in local law or regulation without verifiable parental consent. If we learn that someone under 16 has provided Personal Information through our Site, we will use reasonable efforts to remove that information from our databases.

UPDATING AND CORRECTING INFORMATION

We aim to keep our information as accurate as possible and encourage you to promptly update your information if it changes. You may, at any time, access your information to update, modify, or delete any inaccuracies by accessing your resident portal account or by contacting the BH property to which you provided your information.

MODIFICATION OF PRIVACY POLICY

BH regularly reviews this Privacy Policy and ensures that we process your information in a manner that is in compliance with applicable regulations. We reserve the right to change this Policy at any time. We encourage you to periodically review this webpage to ensure familiarity with the most current version of our Policy, which will always be posted here. The most current version of the Policy shall be effective immediately upon its publication, and the date of the most recent change is noted at the top of the Policy. Your continued use of this Site or the providing of information to us after such modifications will constitute your: (a) acknowledgment of the modified Policy; and (b) agreement to abide by and be bound by the modified Policy.

YOUR CHOICES

In General. We respect your right to make choices about the ways your Personal Information is collected and used. For example, we will include instructions to unsubscribe from communications in each electronic newsletter or promotional email we send you.

Opt-Out Links. We do not control how third parties use your information, but you can opt out of certain third-party activities at the links below.

To opt out of Google Analytics, please visit:
<https://tools.google.com/dlpage/gaoptout>.

To opt out of certain ad functions, please visit:
<https://youradchoices.com/control>.

Do Not Track Mechanisms. Because of the changing state of technology and indecision within the industry regarding the meaning of Do Not Track signals, we currently do not make any guarantee that we will honor Do Not Track signals.

INQUIRIES, COMPLAINTS AND DISPUTES:

Customers may contact BH with any questions, concerns, or inquiries about this Policy or company data. If you would like to make an inquiry or formal complaint, please [click here](#) to complete an online submission, or mail to: BH Management Services, LLC, Attn: Website Privacy, 400 Locust Street, Suite 790, Des Moines, IA 50309

All complaints will be evaluated and a reply will be sent as soon as appropriate. In some instances, BH may have to cease services to you if necessary to satisfy your request.

California Privacy Policy

Last Revised on: 11/3/2021

This Privacy Policy for California Residents (“California Privacy Policy”) supplements the information contained in BH Management Services, LLC’s primary privacy policy livebh.com/privacy-policy. BH Management Services, LLC (“BH,” “we,” “us,” or “our”) has adopted this California Privacy Policy in accordance with the notice requirements under the California Consumer Privacy Act of 2018, as amended (“CCPA”), and any terms defined in the CCPA have the same meaning when used in this California Privacy Policy.

Definitions Specific to this Policy

The CCPA includes definitions for terms specific to this California Privacy Policy that do not apply to BH’s primary privacy policy, including the following terms:

“Personal Information” means information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or household. It does not include publicly available information obtained from government records; deidentified or aggregated consumer information that cannot be reconstructed to identify you; or certain information and activities governed by existing state and federal laws, which include the Gramm-Leach-Bliley Act, the California Financial Information Privacy Act, activities covered by the Fair Credit Reporting Act, or protected health information as defined under the Health Insurance Portability and Accountability Act.

“Sale” or “sell” means selling, renting, releasing, disclosing, disseminating, making available, transferring, or otherwise communicating orally, in writing, or by electronic or other means, a consumer’s personal information by us to another business or a Third Party for monetary or other valuable consideration.

“Service Provider” means a for-profit entity, that processes information on our behalf and to which we disclose Personal Information for a business purpose pursuant to a written contract.

“Third Party” means a person or entity, other than a Service Provider, that collects Personal Information on our behalf or receives it from us.

The Personal Information We Collect and Disclose

The information below describes the categories of Personal Information we may collect, examples of the type of Personal Information in each category, and the types of parties with whom Personal Information is shared. We disclose certain Personal

Information to Service Providers and Third Parties for a business purpose. This information covers the past 12 months.

Personal Information Categories

- Identifiers: name, user/account name, postal address, email address, contact information, internet protocol address, internet cookie identification number, social security number, taxpayer identification number, bank account/credit card number, driver's license number, passport number, date of birth, picture, resident identification number, device identification number, emergency contact details.
- Personal Information categories listed in California Civil Code § 1798.80(e): name, signature, social security number, address, telephone number, passport number, insurance policy number, education, employment, employment history, financial information, medical or health insurance information.
- Protected classification characteristics under California or federal law: age, race, color, ancestry, national origin, citizenship, marital status, sex, veteran or military status.
- Commercial Information: records of products or services purchased, obtained, or considered, other purchasing histories or tendencies, utility bills, insurance claimant name and contact information, credit history, lease information, rental history, rent amount.
- Internet or other electronic network activity information: browsing history, search history, internet protocol address, cookie identification number, information regarding consumer's interaction with a website, internet postings.
- Sensory data: pictures, videos, and sounds.
- Employment or other professional information: current job and past job history, job title, and, in the case of prospective and current residents or tenants, pay history, income.

We will not collect a category of Personal Information not listed above.

Parties with Whom We Share Personal Information

- Contracted Service Providers who provide IT, system administration and hosting, payment processing, research and analytics, marketing and data enrichment for the purposes set forth above.
- Our affiliates as required based on the affiliate's relationship with you or where sharing of data is necessary to fulfill a request you have submitted.
- Sponsors of events, contests and promotions in which you have expressed interest or for which you have registered.
- Third Party advertising networks and websites that enable BH to market and advertise on Third Party platforms and sites.

- Third Party business partners that may contact you about their services.
- Professional advisors such as lawyers, bankers, auditors and insurers.
- Third Parties who are part of a business transition such as a merger, reorganization or the sale of all or a part of our business.

Personal Information of Minors

We do not knowingly collect the Personal Information of individuals under the age of 16; nor do we sell the Personal Information of minors.

Right to Opt-Out

You have the right to request that we not sell Personal Information that we have collected. If you exercise that right, please note that pursuant to the CCPA, we may subsequently inform you that you need to opt-in if it is required to complete a transaction that you initiate.

If you would like to request that we not sell your Personal Information, [click here](#) or call (888) 717-0717. The preceding link will take you to a form that you can complete and submit to make a request for information that we will then verify.

Disclosure of Data Collection and Sharing Practices

You have the right to request certain information regarding the Personal Information we have collected about you in the preceding 12 months. You may make such a request up to twice in a 12-month span. Please note that there are circumstances in which we may not be able to comply with your request pursuant to the CCPA, including when we cannot verify your request and/or when there is a conflict with our own obligations to comply with other legal or regulatory requirements. We will notify you following submission of your request if this is the case.

If you would like to request: (1) the categories of Personal Information collected about you; (2) the categories of sources providing that Personal Information; (3) the categories of Third Parties with whom we have shared that Personal Information; and/or (4) the business purpose for collecting that Personal Information call (888) 717-0717. The preceding link will take you to a form that you can complete and submit to make a request for information that we will then verify.

If you would like to request the specific pieces of Personal Information we collected about you, call (888) 717-0717. The link will take you to a form that you can complete and submit to make a request for information that we will then verify; if you use the telephone number, you will be guided through a process that will allow you to submit a verifiable request.

Deletion of Your Personal Information

You have the right to request that we delete certain Personal Information that we have collected. Please note that there are circumstances in which we may not be able to comply with your request pursuant to the CCPA, including when we cannot verify your request and/or when there is a conflict with our own obligations to comply with other legal or regulatory requirements. We will notify you following submission of your request if this is the case.

BH generally collects information in connection with leasing apartments to residents to facilitate the operation and security of a community. In order to comply with legal obligations, much of this personal information is exempt from deletion under the CCPA. We may not delete some or all personal information if it is necessary for us, or our service providers or affiliates, such as to:

- Complete the transaction for which the personal information was collected, provide a good or service requested by the consumer, or reasonably anticipated within the context of BH's ongoing business relationship with the consumer, or otherwise perform a contract between the business and the consumer,
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity; or prosecute those responsible for that activity,
- Identify and repair errors that impair existing intended functionality,
- Exercise free speech, ensure the right of another consumer to exercise his or her right of free speech, or exercise another right provided for by law,
- Comply with the California Electronic Communications Privacy Act pursuant to Chapter 3.6 (commencing with Section 1546) of Title 12 of Part 2 of the Penal Code,
- To enable solely internal uses that are reasonably aligned with the expectations of the consumer based on the consumer's relationship with BH,
- Comply with a legal obligation, or
- Otherwise use the consumer's personal information, internally, in a lawful manner that is compatible with the context in which the consumer provided the information.

If you would like to request that we delete your non-exempt Personal Information pursuant to the requirements of the CCPA, [click here \[exercise your rights PDF\]](#) or call (888) 717-0717. The preceding link will take you to a form that you can complete and submit to make a request for deletion that we will then verify; if you use the telephone number, you will be guided through a process that will allow you to submit a verifiable request.

Verification Process

To help maintain security of resident information, when you make one of the above requests, we will ask that you provide a few pieces of information about yourself. We will only use the information you provide to verify your identity and the Personal Information that is relevant to your request. We will retain a record of your request, but we will not retain the information you provide beyond the period of time necessary to respond to your request. Verification of identity will be completed via phone, email or postal mail correspondence.

When you make a request, you will be asked to provide:

- Name:
- Mailing address:
- Telephone number:
- Email address:
- Community:
- Resident or Applicant:
 - If Resident
 1. Unit number:
 2. Do you still live at this community?
- Proof of residence in California at the time we collected Personal Information

Authorized Agents

You may designate an authorized agent to exercise your rights under the CCPA on your behalf.

Pursuant to the CCPA:

- Only an individual with power of attorney, or a business entity or natural person registered with the California Secretary of State, may act as an authorized agent.
- We may require that you or the authorized agent do the following:
 - Provide proof of your signed written permission for the authorized agent to submit a request on your behalf.
 - We may deny a request from an authorized agent on your behalf if the authorized agent does not submit proof that he, she, or it has been authorized by you to act on your behalf if we request such proof, as permitted by the CCPA.
 - Verify your identity with us directly. This does not apply if you have provided a valid power of attorney to the authorized agent.

Additional Information

If you would like additional information regarding our California Privacy Policy, you can email privacy@bhmanagement.com or send regular mail to:

BH Management Services, LLC

Attn: Consumer Privacy

400 Locust St., Suite 790

Des Moines, IA 50309

Non-Discrimination

We will not discriminate against you if you exercise any of the rights provided by the CCPA set forth in this California Privacy Policy. Please note that a legitimate denial of a request for information, deletion, or to opt-out is not discriminatory, nor is charging a fee for excessive or repetitive consumer requests as permitted by the CCPA.

Changes to Our California Privacy Policy

BH reserves the right to amend this California Privacy Policy at our discretion and at any time. When we make changes to this California Privacy Policy, we will post an updated notice on our website with the effective date.