

# Privacy Policy

Your privacy and security is of the utmost importance to us. We describe in this policy how we collect and use information about you in your use of our services, including our platform and the website.

## 1. Who are we?

We are Excel Management Group. We manage the properties/units you own. When collecting information about our customers or visitors of our website, we are, under United State ("US") data protection laws, qualified as "data controller". This means that we are responsible for deciding how we hold and use personal data about you.

## 2. How do we collect your data?

We collect information about you when you fill in a sign up or contact form on our website or send us an email or you submit it manually through forms. We may also receive your personal data from third parties, when you rent the space to them.

We collect information about our owners/renters through the information provided to us manual or through email or other means which could include electronic and non-electronic method .

## 3. What data do we collect?

Personal data. This is information that lets us know who you are. This includes the information you provide us when registering to use the platform (i.e. your name, email address, postal address, other contact information you share with us, associated to the property). Your login credentials are also personal data. This category also includes information tied to your identity that you provide us through other means, such as emails, telephonically or other communication mediums.

We have the information you provided on our data acquisition form.

The data you submit should not include any sensitive personal data, such as Government identifiers (i.e. social security, driving licence, or taxpayer

identification numbers), complete credit card or complete personal bank card numbers, medical records or particulars connected with applications for care or treatment associated with private individuals.

## 4. How do we use your data?

We use your data to provide you information about any of the emergencies or announcements regarding your property which includes water cuts, emergency fixtures or any other important information for our clients. As part of that purpose, we use your data:

1. to create and maintain your platform account, and to control access to it;
2. to provide our services and facilitate fixtures/maintenance pertaining to you;
3. to provide you with real-time information about any emergency or announcement
4. to respond to any requests you may submit your personal information so that you could be updated immediately;
5. to communicate with you about our services
6. Reminders for billings or updating information in our record including emergent contacts
7. to enable third parties to provide services to us;
8. personalize, assess, and improve our services, content and materials and for audience measurement purposes;
9. to comply with applicable laws to which we are subject.

We may use your non-personal data to enhance our services.

## 5. What are our purposes and legal basis for collecting your personal data?

We collect your personal data because we need it to perform a contract we have signed with you or because you have taken steps to enter into a contract with us (for instance, when you fill in a contact form to request information

about our services or when you sign up for an account). Otherwise, we collect personal data based on your consent for that specific purpose, and in limited purposes under legitimate interests (for example, to enable us to foster and develop our relationship (with the use of a customer relationship management system)).

## 6. With whom do we share personal data?

The data is shared internally in our organization just to provide you essential information about your property.

## 7. For how long do we retain your personal data?

We keep your personal data for as long as is necessary to provide our services to you (unless otherwise required by law).

If you would like us to cease all of the described uses of your personal data, you may contact our support team for removal or updation of your data.

## 8. How do we transfer your data?

We do not transfer your data until requested by our client.

## 9. What are your rights in connection with personal data?

In accordance with Data Protection laws, you have the right to:

1. Request access to your personal data. This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
2. Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
3. Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no legitimate reason for

us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).

4. Withdraw your consent and opt-out from our communications. We will honor your opt-out within 14 days. Please note that you cannot unsubscribe from service-related messages if you remain a owner/renter.
5. Object to processing of your personal data, for example, if we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this basis.
6. Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it.
7. Request the transfer of your personal data (right to data portability).

If you want to exercise any of the above rights, please email our support team mentioned in the sited. Sinch Email commits to resolve complaints about our collection or use of your personal information.

## 10. Security

The security and integrity of your personal information is very important to us. We follow industry accepted standards to protect the personal information submitted to us, both during transmission and once it is received. We ensure the appropriate electronic, physical and managerial procedures are in place with a view to safeguarding and preserving all the data handled. Our employees undergo background checks (when allowed) and sign non-disclosure agreements at the time of hire.

Remember, though, that some parts of the services are public and that email, by its nature, is not a reliably private means of communication. If you voluntarily provide personal data in a public area of the website, unrelated parties online will be able to view it and collect it. If you don't want to make this information publicly available, you shouldn't post it.

# 11. Changes

The information provided in this policy may be modified to address new issues or changes. If we make significant changes, we may notify you by other means (for instance, by email or with a banner on the website) prior to the change becoming effective.

If you object to the changes, you may choose to close out your account with us before the new effective date to delete your account and related information from our records.