

# PRIVACY POLICY

Last Updated June 6th, 2022

Your privacy is important to us, and we take it seriously. This Privacy Policy explains how Sandhurst Apartment Management (“SAM,” “we,” “us,” or “our”) collects, uses, and discloses your information.

## What This Policy Covers

This Privacy Policy applies to [samapartments.com](https://samapartments.com), websites for the communities we manage, and all related websites and subdomains (our “Websites”) related to our operations and our services.

This Privacy Policy applies to information we collect online, including information you provide to us and information collected automatically. Our Websites may contain links to other websites that we do not operate or control. This Privacy Policy does not apply to the information practices of any third-party whose website may be accessible through our Websites, or to any third-party websites on which we advertise.

We rely on trusted third parties to support our operations. Community management services are supported by Entrata. The Entrata privacy policy is available [here](#). Investor services are supported by AppFolio Investment Management. The AppFolio privacy policy is available [here](#).

This Privacy Policy is incorporated in our Terms of Use, which govern the use of our Websites.

## Information We Collect

### Information You Provide To Us

We collect information you provide directly to us. If you are a prospective resident, we will ask you to provide some or all of the following: name, address, age or date of birth, email address, occupation, employment information, telephone number, educational background, Social Security number, driver’s license, payment card information, and/or financial account information. We may also ask you to provide information about your requests or preferences such as the apartment size you would like, where you want to live, your building preference, your proposed rent budget, the number of individuals in your household and their ages, and whether or not you have pets.

If you are a resident of one of our communities, we may ask you to provide credit card or bank account information in order to make payments of rent and for other

services. We may also ask you to provide contact information such as a telephone number or email address.

### **Information We Collect Automatically**

You can browse our Websites without telling us who you are or revealing your personally identifying information. But like most companies, we automatically collect certain information from all visitors to our Websites. Information collected may include your IP address or other unique device identifier; your web browser and operating system; the date and time of your visit; the pages from which you navigate to and from our Websites or the search terms that lead you to our Websites; and the pages you visit and how long you stay on each page.

### **Information Collected by Third Parties**

Please be aware that third parties may be able to gather information from and about you. For example, companies offering services or products through links on our Websites may use “cookies” to collect and use information about you and may collect information that you submit. In these cases, those third parties will use such information in accordance with their own privacy policies.

### **Google Analytics**

We use Google Analytics to collect information about use of our Websites. Google Analytics collects information such as how often users visit this site, what pages they visit when they do so, and what other sites they used prior to coming to this site. We use the information we get from Google Analytics only to improve this site. Google Analytics collects only the IP address assigned to you on the date you visit this site, rather than your name or other identifying information. We do not combine the information collected using Google Analytics with personally identifiable information. Although Google Analytics plants a permanent cookie on your web browser to identify you as a unique user the next time you visit this site, the cookie cannot be used by anyone but Google. Google’s ability to use and share information collected by Google Analytics about your visits to this site is restricted by the Google Analytics [Terms of Service](#) and Google [Privacy Policy](#).

More information about Google Analytics is available [here](#). You can opt-out of Google Analytics by downloading an add-on to your browser [here](#).

## How We Use Your Information

We will not sell or rent your personal information to anyone. However, we may use information that you provide to us or that we collect automatically for various business or commercial purposes, including:

- To tell you about our communities or our services
- To process rental applications, generate leases, and receive payments
- To manage our communities and provide services to our residents, including maintenance and repair services you request
- To communicate with you, including by sending emails providing you with information you request or that we think may be of interest to you, or to seek your feedback. You may opt out of such emails at any time by following the instructions in each email
- To administer, operate, and improve our Websites
- To provide, evaluate, and improve our services
- To protect our interests and comply with legal requirements, including enforcement of lease terms, fraud prevention, cooperation with law enforcement, and to stop prohibited, illegal, or harmful activities
- To enable trusted third-party service providers to help us provide, improve, protect, or promote our Websites and our services;
- To comply with a legal obligation, such as responding to a subpoena or a court order, or to protect our rights.

Additionally, we may disclose your information, including your personally identifying information, as part of a merger, acquisition, debt financing, sale of company assets, or similar transaction, as well as in the event of an insolvency, bankruptcy, or receivership, in which information about our users may be treated as a business asset.

## Children's Information

Our Websites are not directed to children under the age of 16 and we do not knowingly collect, use, or disclose personal information from children under the age of 16, either directly or via any other website or online service. If you have reason to believe that a child under the age of 16 has provided personal information to us, please contact us and we will endeavor to delete that information from our databases.

## Cookies

Like virtually all websites, we use “cookies” and similar technologies (such as web beacons and pixels). A cookie is a small data file that is placed on your computer when you visit a website, enabling the website provider to recognize your browser and capture and remember certain information. We use cookies to improve your access to our Websites. Cookies also help us identify the interests of visitors to our Websites so we can provide more customized content. Cookies can also be used to collect general usage and aggregated statistical information.

Most browsers can be set to detect cookies and give you an opportunity to reject them. You should be aware that refusing cookies may inhibit or preclude your use of our Websites. You can learn more about cookies [here](#).

## “Do Not Track”

“Do Not Track” (DNT) is a setting available in most web browsers setting that asks a web application to disable its tracking of an individual user. There is currently no consensus on how companies should respond to DNT signals. At this time, we do not respond to DNT signals. You can learn more about DNT [here](#).

## How We Protect Your Information

We have adopted reasonable and appropriate physical and electronic safeguards to protect your personal information from unauthorized access, loss, or modification. Unfortunately, no data transmitted or accessible over the internet can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot warrant your information will be completely secure from loss, whether due to inadvertence, acts of malicious outsiders, or a failure of hardware or software.

## Changes to this Policy

We may occasionally update this Privacy Policy. When we do, we will also revise the “last updated” date at the top of this page. We encourage you to periodically check this page to stay informed about how we collect, use, and disclose your information.

## Contact Us

If you have any questions or concerns regarding this Privacy Policy or our data collection practices, please contact us as follows:

Sandhurst Apartment Management  
6525 Carnegie Blvd. Suite 400  
Charlotte, NC 28211  
[contact@samapartments.com](mailto:contact@samapartments.com)

