

Effective Date: May 27, 2024

Privacy Policy

This Privacy Policy describes how Rentamatrix, LLC ("we," "us," or "our") collects, uses, shares and otherwise processes personal information when you use our website rentamatrix.com including our online subscription-based services (the "Services").

1. Information We Collect

1.1 Account Information: When you sign up for our Services, we may collect personal information such as your name, email address, and payment information.

1.2 Contact Information: We collect contact information (e.g., name, address, e-mail and telephone) for the properties listed in our Services and their management companies for use by other users of our Services. We also collect the contact information of individuals responding to surveys that we conduct and individuals that provide that information to us through our website or other means.

1.3 Usage Information: We may collect information about how you interact with our Services, including your browsing activities, the content you access, and your interactions with other users.

1.4 Device Information: We may collect information about the device you use to access our Services, including your device type, operating system, and unique device identifiers.

1.5 Cookies and Similar Technologies: We may use cookies and similar technologies to collect information about your browsing activities and enhance your experience with our Services. Some Internet browsers offer what is referred to as a "do not track" mechanism for browser users to automatically signal privacy preferences to websites that they visit. Our Services do not currently respond to do-not-track-signals. If you would like to use your browser to restrict the placement of cookies on your device, you may block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies you may not be able to access all or parts of the site. Third parties may collect personal information about your online activities over time and across different websites.

1.6. Surveys and other information you may provide: We also collect other information you choose to provide in response to surveys, questions, or contact us features used by the Services.

2. How We Use Your Information

2.1 Provide and Improve Our Services: We use the information we collect to provide, maintain, and improve our Services, including customizing content, analyzing usage patterns, creating aggregate and deidentified datasets, and troubleshooting technical issues.

2.2 Communication: We may use your contact information to communicate with you about your account, updates to our Services, and promotional offers. You can opt-out of receiving promotional communications at any time by contacting us at Team@Rentametrix.com or by using any opt-out mechanisms included in our communications to you.

2.3 Legal Compliance: We may use your information to comply with applicable laws, regulations, and legal processes, including responding to legal requests and protecting our rights and interests.

3. Information Sharing

3.1 Service Providers: We may share your information with third-party service providers who assist us in delivering the Services, such as payment processors and analytics providers.

3.2 Subscribers: We may share information that you provide with our subscribers. For example, if you are a tenant and complete a survey about your property, we may share your contact information and the fact that you completed the survey. We also may provide subscribers with survey results, but we will aggregate and/or deidentify the results.

3.3 Business Transfers: If we are involved in a merger, acquisition, or sale of assets, your information may be transferred as part of that transaction.

3.4 Legal Requirements: We may disclose your information when required by law or in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

3.5 Aggregate and de-identified information: We may share aggregate and deidentified information with subscribers and other parties for any purpose.

4. Data Security

We take reasonable measures to protect the security of your information and prevent unauthorized access, disclosure, or alteration. However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.

5. Your Choices

You can access and update your account information through the Services. You may also choose to opt-out of certain data collection and communications. However, please note that opting out may affect your ability to use certain features of the Services.

6. Children's Privacy

Our Services are not directed to children under the age of 13, and we do not knowingly collect personal information from children. If you believe that we have inadvertently collected information from a child, please contact us at Team@Rentametrix.com.

7. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any material changes by posting the updated policy on our website or through other means.

8. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at Team@Rentamatrix.com.

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