



Privacy Policy

Sienna Properties respects your privacy and is committed to safeguarding the personal information of residents, applicants, owners, and clients. This Privacy Policy describes how we collect, use, share, and protect your personal information in connection with our property management and real estate services.

1. What is Personal Information?

Personal information includes:

- Data contained in a consumer report (such as creditworthiness, character, reputation, or lifestyle).
- An individual's first name (or initial) and last name combined with any of the following:
 - Birth date
 - Social Security number or other government-issued ID number
 - Mother's maiden name
 - Unique biometric data (e.g., fingerprints, retina scans, or voice prints)
 - Unique electronic identifiers or routing codes
 - Telecommunication access devices, debit/credit card details
 - Financial institution account information

Consumer Report: A report prepared by or obtained from a credit reporting agency or similar entity regarding a person's credit, reputation, or personal characteristics.



2. How We Collect Personal Information

We obtain personal information through:

- **Lease and rental applications completed by prospective tenants.**
- **Loan applications completed by buyers or borrowers.**
- **Consumer reports obtained from credit reporting agencies (with authorization).**
- **Tax or government reporting forms required in transactions.**
- **Real estate transaction forms completed by clients.**
- **Maintenance requests, communications, and digital interactions.**
- **Online platforms, websites, and applications (including email, web forms, or portals).**

Information may be provided via mail, fax, personal delivery, phone, email, secure portals, or digital platforms.

3. How We Use Personal Information

We use personal information for:

- **Prospective Tenants:**
 - **Credit, rental history, and background checks**
 - **Verifying eligibility for housing**
 - **Communicating with landlords and property owners**
- **Property Owners:**
 - **Providing contracted management services**



- **Filing required reports with government agencies (e.g., IRS)**
- **Other uses authorized by the property owner**
- **Clients (Buyers, Sellers, Landlords, Tenants):**
 - **Sharing information with service providers (e.g., mortgage lenders, title companies) as needed**
 - **Negotiating or closing transactions**
 - **Ensuring compliance with applicable laws**

We may also use information for fraud prevention, system security, and internal analytics.

4. Protecting Personal Information

We take reasonable physical, electronic, and administrative measures to protect your data, including:

- **Physical Security: Paper files are stored in locked locations.**
- **Digital Security: Electronic records are password-protected, encrypted, and stored in secure systems with restricted access.**
- **Cybersecurity: Firewalls, monitoring tools, and threat detection systems safeguard against unauthorized access, hacking, or data breaches.**
- **Training & Access Controls: Employees and independent contractors receive training on handling personal information responsibly.**

We do not allow employees or agents to make unauthorized copies of consumer reports or other sensitive records.

5. Who Has Access to Personal Information

Access is restricted to:

- 1. The agent or broker servicing the transaction.**
- 2. The office manager supervising the agent.**
- 3. The company owner.**

Property Owners do not have direct access to files but may receive or discuss tenant information as reasonably necessary for management services or with tenant consent.

Third Parties: Information may be shared with service providers (title companies, lenders, maintenance vendors) when required to complete a transaction or requested by the client.

Legal Compliance: We may disclose information when required by law, subpoena, or governmental investigation, or to cooperate with law enforcement.

6. Data Retention & Disposal

We retain personal information only as long as necessary for legal, contractual, or business purposes. When no longer needed, we dispose of it securely by:

- Shredding or incinerating paper records.**
- Permanently deleting or encrypting electronic files.**
- Using certified data destruction services when applicable.**

7. Accuracy and Correction of Records

If we discover an error in information reported to a credit agency or in our files:

- We will promptly correct our records and request that the reporting agency update their records.
 - Erroneous dishonored check records will be deleted after confirmation with the consumer or upon receipt of a law enforcement report verifying the error.
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8. Digital Tracking & Cookies

When you visit our website or use digital platforms:

- We may collect IP addresses, device identifiers, browser type, and usage data.
 - Cookies and similar tools may be used to improve website performance, remember user preferences, and analyze traffic.
 - You may disable cookies in your browser settings, though this may affect site functionality.
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9. Your Privacy Rights

Depending on your jurisdiction (e.g., California CCPA/CPRA, Virginia CDPA, Colorado CPA), you may have rights to:

- Access, update, or correct your personal information.
- Request deletion of your information (subject to legal exceptions).
- Opt-out of certain data sharing or targeted advertising.
- Limit the use of sensitive information.

Requests may be made by contacting us directly (see Section 11).



10. Children's Privacy

Our services are not directed to children under 18. We do not knowingly collect data from minors without parental consent.

11. Contact Us

For questions, concerns, or to exercise your privacy rights, contact:

Sienna Properties
Info@SiennaProperties.com

512-328-0600

12. Updates to This Policy

We may update this Privacy Policy to reflect changes in law, technology, or business practices. Updates will be posted on our website.
