

Privacy Policy

Effective Date: October 20, 2025

Contact: support@apartment-access.com

1. Introduction

Apartment Access LLC (“Apartment Access,” “we,” “our,” or “us”) provides a secure, web-based workspace that enables licensed real estate professionals to manage listings, marketing assets, and team communications. We value your privacy and are committed to protecting the personal information you share with us. This Privacy Policy explains how Apartment Access collects, uses, stores, and safeguards your information when you access or use our platform, website, or related services.

2. Information We Collect

We collect and process the following types of information: - Account and Profile Information: Name, email address, brokerage affiliation, license number, and contact details. - Registration Data: Branch and role information used to create user accounts and deliver onboarding communications. - Marketing Assets and Credentials: Uploaded creative materials and authorization data to execute marketing actions on your behalf. - Email Operations: For authorized users, email metadata may be read and summarized to support leasing-special updates. - Operational Telemetry: Limited session and regional data used to maintain system security. - Security Events: IP and activity logs maintained to prevent abuse and safeguard our systems. We do not use browser cookies, Google Analytics, or any third-party tracking scripts. Session tracking occurs exclusively on the server side.

3. How We Use the Information

We use collected data to authenticate users, deliver and maintain the Service, execute authorized marketing actions, provide onboarding communications, and detect or prevent abuse. We do not sell or rent personal information to third parties.

4. Legal Basis for Processing

We process personal information based on contractual necessity, legitimate interests, user consent, and legal obligations.

5. Data Storage and Retention

Data is stored in secure, access-controlled environments managed by reputable U.S.-based cloud infrastructure providers. Sensitive credentials are encrypted using industry-standard encryption with rotating keys. Uploaded media are stored under isolated, per-user access scopes. Security logs may be retained as necessary for legitimate business or compliance purposes. Nonessential data older than one year is automatically purged by internal cleanup processes.

6. Security Measures

Apartment Access employs layered safeguards, including enforced HTTPS/TLS encryption for all data in transit, encrypted credential storage with rotating keys, automated monitoring, and signed or tokenized access for hosted media. While we use commercially reasonable safeguards to protect information, no system is entirely immune from unauthorized access.

7. Service Providers and Third-Party Integrations

We engage trusted service providers to host, transmit, and process data securely. These providers may handle cloud storage, payment and billing operations, email and messaging delivery, and geolocation enrichment. Each provider processes only the data required to perform its contracted function and is bound by confidentiality and data-protection obligations.

8. Cookies and Analytics

Apartment Access does not use cookies or analytics tracking tools. All session management occurs on the server side and does not rely on browser storage.

9. Marketing Communications and Opt-Out

We may send onboarding materials and account-related updates to registered users. You may unsubscribe from marketing messages at any time by following the unsubscribe link in the email or by contacting support@apartment-access.com.

10. User Rights

You may request access, correction, or deletion of your information, or withdraw consent for optional integrations. Requests may be sent to support@apartment-access.com, and we will respond within applicable legal timeframes.

11. Image Ownership and User-Uploaded Content

Apartment Access displays images of apartment complexes and related properties. All such images remain the property of their respective owners. Licensed real estate agents who upload photos, logos, or marketing materials are solely responsible for ensuring they have the necessary rights or permissions to use and distribute those materials. Apartment Access LLC does not claim ownership of third-party images and uses them only as authorized or required for platform functionality.

12. Business Transfers

If Apartment Access LLC undergoes a merger, acquisition, or other business transfer, user data may be transferred as part of that transaction. Users will be notified before any material change to ownership or data use.

13. Legal Disclosures

We may disclose personal information where required by law, court order, or government request, or when necessary to protect our rights or ensure the safety of others.

14. Data Residency

All primary data storage and processing occur within the United States, under the jurisdiction of the State of Texas.

15. Updates to This Policy

We may update this Privacy Policy periodically. Updates will be posted within the platform or communicated via email. Continued use of the Service after changes take effect constitutes acceptance of the revised policy.

16. Contact Information

Apartment Access LLC – Privacy Department – support@apartment-access.com