

This policy covers how FrontDoor, LLC (FrontDoor) handles the personal information it receives, including information related to your account. Personal information is information about you that enables others to personally identify you. It includes, but is not limited to your name, address, e-mail address or telephone number and that which is not otherwise publicly available. This policy does not apply to practices of companies that FrontDoor does not own or control or to people that FrontDoor does not directly employ or manage.

Collection and Use of Personal Information

- FrontDoor collects personal information when you register an account with FrontDoor to seek an apartment.
- When you register with FrontDoor, we ask for information about you including your name, phone and e-mail address and personal financial information. This information is solely for our purposes and assists us in helping you find a new FrontDoor apartment.

Information Sharing, Disclosure

- FrontDoor does not rent, sell or share your personal information with companies or people not affiliated with FrontDoor except our credit reporting agency. No third parties will be provided with your information from FrontDoor or its employees, subcontractors or affiliates. We are required by our banks, auditors and the US Government (ex. Federal Fair Housing Department) periodically to divulge this information occasionally, however this information is never disseminated outside these auditing parties and is not used for any purpose except to verify an audit.
- FrontDoor is not responsible for any information you chose to disclose publicly by posting in public places or by your sharing of that information in the course of your search for an apartment.
- FrontDoor will divulge your personal information if required by court orders, subpoenas or during the legal process when it is required by law or necessary to protect a person's personal safety.
- FrontDoor will divulge personal information if it helps proper authorities investigate, prevent or take proper action regarding illegal activities, suspected fraud or in situations involving potential threats to the physical safety of any person or as otherwise required by state and federal law.

Tenant Communication from FrontDoor

FrontDoor reserves the right to send you certain communications related to your account, including, but not limited to information about new apartments, brochures, commercial tenants, newsletters, events, information regarding status of maintenance, etc. These communications will only come from FrontDoor (or its contracted email service) and is generally in the form of email.

- If any information changes from the original submission, please contact the Leasing Office and notify us of the change so we may update your file.
- FrontDoor will also attempt to communicate with both the tenant and co-signer in reference to lease, rent, policy changes, etc from time to time. Again, as above, this will be direct communication from FrontDoor.

Confidentiality, Security

- FrontDoor limits access to your personal information to its employees who we believe have a reasonable need to come into contact with that information to provide the services you've requested.
- After a reasonable amount of time passes beyond the termination of your lease, FrontDoor will destroy any documentation pertaining to your file. Certain information is kept on record to provide services such as rental verifications approved by the former tenant.

Changes to the Privacy Policy

- FrontDoor reserves the right to update and/or change this Privacy Policy. We will notify you of significant changes in the way we treat personal information by sending a notice to the primary e-mail address listed in your FrontDoor account or by placing a prominent notice on our website.

Questions

- If you have questions about FrontDoor's privacy policy, please contact our Leasing Consultants at 314.446.4501.