

## **RENOVA HOME LLC PRIVACY POLICY**

Last Updated: September 10, 2019

This Privacy Policy describes how RENOVA HOME LLC ("RENOVA HOME") protects your privacy when using the RENOVA HOME website (the "Website").

PLEASE READ THIS PRIVACY POLICY CAREFULLY BEFORE USING THE SITE OR SUBMITTING ANY PERSONAL INFORMATION. BY ACCESSING OR USING THE SITE, YOU AGREE TO BE BOUND BY THE TERMS AND CONDITIONS DESCRIBED HEREIN AND THOSE INCORPORATED BY REFERENCE. IF YOU DO NOT AGREE TO THE TERMS AND CONDITIONS SET FORTH IN THIS POLICY, YOU MAY NOT USE THE SITE.

Changes to this privacy policy may be made. Notice of such changes will be posted on the Website. Review the privacy policy and any updates whenever you visit the site to understand how information will be used.

### **RENOVA HOME'S COMMITMENT TO PRIVACY**

1. RENOVA HOME is committed to protecting your privacy while you use its services.
2. You may add, delete or modify your personal information at any time.
3. RENOVA HOME does not send spam, maintain spam mailing lists or support the activities of spammers.

### **PERSONAL INFORMATION COLLECTED AND HOW IT IS COLLECTED**

When you visit or use this Website, personal information may be collected.

#### *Personal Information*

For purposes of this Privacy Policy, "personal information" means information that identifies a user personally, either alone or in combination with other information. Personal information does not include information that is anonymous, aggregated, or is no longer identifiable to a specific person. This Privacy Policy applies to all information collected through the Website and its terms and conditions are part of and incorporated into the RENOVA HOME Terms of Service.

#### *Active Collection of Information*

RENOVA HOME may collect information that you voluntarily provide. Personal information may include, for example, your name and email address.

RENOVA HOME may also conduct surveys, provide promotional offers and other activities for which you may provide personal information.

Questions submitted to RENOVA HOME support services may be collected to study common issues and provide resolutions to the public knowledge base, available to all users of through, for

example, a FAQ format. Correspondence may or may not be used verbatim, but the meaning will be made available.

### *Passive Collection of Information*

RENOVA HOME may also collect some information automatically. For example, it is standard for web browsers to automatically send information to every web site visited, including RENOVA HOME. Such information includes a computer's Internet Protocol ("IP") address, access times, referring web site addresses, browser type and language. RENOVA HOME may also collect information about a computer's operating system and information about usage and activity.

### *Cookies*

RENOVA HOME may automatically collect certain information through "cookies." Cookies are small data files stored on hard drives. Among other things, cookies help improve the user experience. Cookies are used to determine which areas and features are most popular, to personalize experiences and to remember preferences, as well as keep count of the number of computers accessing the Website. Personal information is not collected via cookies and other tracking technology, however, if you previously provided personally identifiable information, cookies may be tied to such information. If a browser does not to accept cookies or rejects a cookie, certain features or services may not be accessible. Aggregate cookie and tracking information may be shared with third parties for providing a better user experience.

### *Web Beacons*

Web beacons are unobtrusive electronic objects that may be used on the Website or in email messages. Web beacons may be used to deliver cookies, count visits, collect information, compile usage and campaign statistics and keep track of an email messages delivery.

## **STORAGE OF INFORMATION**

The information collected is retained in a database within the United States.

## **USE OF PERSONAL INFORMATION**

RENOVA HOME uses the collected information: (i) to communicate with users; (ii) to process requests and transactions; (iii) to improve the Website; (iv) to customize services and products; (v) to assist with product and service development; (vi) to analyze marketing; and (v) for other purposes related to RENOVA HOME business and operations.

Also, information collected by a partner or other person/entity who does business with you or RENOVA HOME may also be used.

## **INFORMATION SHARING**

Information collected through the Website may be shared with companies and organizations that perform services for RENOVA HOME. For example, email addresses may be shared by RENOVA HOME to send surveys through processing vendors. This sharing is only done for transactional purposes, and the information is not used by these parties for anything other than providing specific services.

Also, personal information may be disclosed when, in good faith, RENOVA HOME believes that disclosure is appropriate to: (i) comply with applicable law (or a court order or subpoena); (ii) prevent or investigate a possible crime, such as fraud or identity theft; (iii) enforce the Terms of Service or other agreements that govern use of the Website and/or services; (iv) to protect the rights, property or safety of RENOVA HOME, its users or others; or (v) to protect users' vital interests.

Personal information submitted to or collected by the Website is a RENOVA HOME asset and becomes part of its normal business records. Personal information and other data collected may be transferred to another company that has acquired RENOVA HOME stock or assets through, for example, a sale, merger, reorganization, dissolution or liquidation. If such a transfer occurs, the acquiring company's use of personal information will still be subject to this Privacy Policy and the users' privacy preferences expressed to RENOVA HOME.

## **MODIFYING INFORMATION; OPT-OUT / OPT-IN**

RENOVA HOME respects users' rights to make choices about the ways personal information is collected, used and disclosed. Engaging with RENOVA HOME automatically opted you in to receive communication about our products and services. You may change these preferences at any time by unsubscribing to promotional emails or change your privacy preferences at any time by emailing us at [admin@renovamanage.com](mailto:admin@renovamanage.com).

## **SECURITY OF YOUR PERSONAL INFORMATION**

RENOVA HOME takes reasonable security measures to protect personal information from, for example, loss, misuse, unauthorized access, disclosure, alteration and destruction. Please be aware that, despite best efforts, security measures are not impenetrable.

Please remember that you are responsible for keeping information confidential. Do not share personal information, passwords or other data with any other person. If you believe your data has been misused, please contact RENOVA HOME immediately at [admin@renovamanage.com](mailto:admin@renovamanage.com).

## **CONFIDENTIAL INFORMATION**

In communicating with RENOVA HOME, do not disclose confidential information. RENOVA HOME bears no responsibility for maintaining the confidentiality of users' confidential information, even if the information is designated as "private", "unpublished", or "confidential". It is strictly and

solely the user's responsibility to comply with all relevant trade secret agreements, non-disclosure agreements, proprietary business agreements/procedures and/or design rights, laws concerning the international transfer of personally identifiable information, and laws protecting images and information submitted, posted or displayed by the user.

## **MINORS**

THIS SITE IS NOT MEANT FOR MINORS. RENOVA HOME is committed to protecting the privacy needs of children and encourage parents and guardians to take an active role in children's online activities and interests. The Website is not intended for and may not be used by minors. RENOVA HOME does not knowingly collect information from or targets minors.

RENOVA HOME has no intention of collecting or soliciting information from minors. In those countries or regions where information gathering from minors is considered illegal, if a minor is found to have used or visited the Website, the minor's guardians will be responsible for accompanying minors in all circumstances when they access the Website.

## **CHANGES TO THIS PRIVACY POLICY**

RENOVA HOME may change this Privacy Policy from time-to-time. If any changes are made, RENOVA HOME will change the "Last Updated" date on the Website. Review this Privacy Policy whenever you visit the Website to understand how personal information is used.

## **QUESTIONS**

If you have any questions, please send queries to [admin@renovamanage.com](mailto:admin@renovamanage.com).

### **European Union Subjects Only**

If you visit the RENOVA HOME Website from a country other than the United States of America (the country in which RENOVA HOME Web servers are currently located), the transfer of information in the various communications will necessarily cross international boundaries. By visiting the Website and communicating electronically with RENOVA HOME, you consent to the processing and transfer of your data as set out in this Privacy Policy.

RENOVA HOME has not established services within the EU and does not target or monitor EU subjects, as defined by the EU General Data Protection Regulation. Consequently, RENOVA HOME does not actively collect or retain information on EU subjects.

Information you submit to us is never shared with third parties. Contact information you might share with us is used to communicate with you only. You can "unsubscribe" from any emails or newsletters you may receive from RENOVA HOME or change your privacy preferences at any time by emailing us at [admin@renovamanage.com](mailto:admin@renovamanage.com).