

Privacy Policy for Texas Star Realty and Property Management (referred to as “company” in the document)

- **What is personal information?**

Information obtained in a consumer report; This report encompasses a person’s credit worthiness, credit sharing, credit capacity, character, general reputation, personal characteristics, or mode of living. A consumer report will be prepared by a credited agency that collects and distributes this information, such as a credit reporting agency.

An individual’s first name (or initials) and last name in combination with any of the following: birth date, social security number or other government issued identification number (i.e. passport, state issued driver’s license or id card), mother’s maiden name, telecommunication access devices including debit or credit card information, or financial institution account or information.

- **How is personal information collected?**

Prospective tenants are asked to provide our office with certain information in order to negotiate and enter into leases. Most of this information will be obtained in a TAR lease application.

As a property management company we may obtain personal information from our landlords in order to preform required services identified in the property management agreement and to file reports with governmental agencies (ex. IRS).

Although our company does not require personal information in sale and purchase transactions, we may collect personal information to assist you with closing the transaction. For example, it may be beneficial for your agent to deliver personal information on your behalf to a title company or mortgage lender. If you provide personal information to the agent you are working with for such reasons, please identify as personal information.

We obtain personal information in several ways including, but not limited to, written lease applications (completed by the applicant), loan application forms or other related forms. This can be collected by phone, fax, or e-mails.

- **How and for what purpose is the personal information used?**

In lease transactions personal information is used to perform credit checks, background checks and rental history verifications for potential tenants. The information in the credit reports may be discussed with the landlord(s) for whom this company manages the property. If the company represents the prospective tenant(s) in the lease transaction, the personal information may on the tenant’s behalf, be discussed with and provided to property landlord(s) or their agents.

If the company manages the property for an owner, the company may use the personal information of that owner to deliver managements services and to file any required reports with governmental agencies.

In sale or purchase transactions the agent may, on your behalf, communicate personal information to service providers such as, title companies and/or mortgage lenders as they may require for the closing of the transaction.

- **How is the personal information protected?**

Paper files in our company are protected by fire resistant cabinets under lock and key.

Electronic records are protected under an access name and password assigned to persons in the company.

The company exercises reasonable discretion when discussing any personal information with others, which may be required to negotiate and/or close a transaction on that client's behalf.

- **Who has access to the personal information?**

Only company employees have access to personal information via computer or paper file. Personal information from a tenant may be discussed and or disclosed to the property owner if the company manages said property.

Personal information from any individual who the company represents may be discussed with others (ex. landlords, mortgage lenders, title companies) as necessary to negotiate or close the transaction on the client's behalf.

- **How is the personal information disposed?**

Personal information is disposed of by shredding and/or burning documents, erasing electronic files by means that make the files unreadable or undecipherable, or by extracting personal information from documents or electronic files in a process that makes personal information unreadable.

The personal information in most lease files is disposed of within three (3) years after the tenant moves out of the property, assuming that there is no legal reason to retain the information beyond that time frame.

Personal information obtained by lease applications that are declined or terminated for any reason will be retained for two (2) years and then properly destroyed as stated above.

The personal information in most sale and purchase transactions are disposed of within five (5) years after the date of closing or the date the individual ceases to use this company's services, assuming there is no legal reason to retain the information beyond that time frame.

If the property owner that the company is representing decides to discontinue using the company or chooses to use another property management company, the property owner may request files pertaining to the current tenant and property be turned over. In the event of this situation, the current tenant will be notified and the company will take proper measures to dispose of any personal information not needed for retention.