

PRIVACY POLICY

Mockingbird Management, LLC ("Mockingbird Management," "Company," "we," "our," or "us") is committed to protecting the privacy and security of the personal information entrusted to us by property owners, tenants, applicants, buyers, sellers, investors, vendors, and visitors to our website.

As a full-service Texas real estate brokerage providing property management, leasing, real estate sales, consulting, and financial management services, we collect, use, store, and disclose information as described in this Privacy Policy and in accordance with applicable federal and Texas laws.

By using our website, submitting information to us, applying for housing, engaging our brokerage services, or otherwise interacting with our business, you agree to the practices described in this Privacy Policy.

Information We Collect

We may collect information directly from you, from third parties acting on your behalf, from publicly available sources, and through automated technologies.

Personal Information

Personal information may include:

- Name
- Address
- Phone number
- Email address
- Date of birth
- Driver's license or government-issued identification
- Social Security Number
- Taxpayer Identification Number
- Employment information
- Rental history
- Emergency contact information

Financial Information

To provide property management and brokerage services, we may collect:

- Bank account information
- Payment card information

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- Income verification documents
- Financial statements
- Tax documents
- Credit-related information
- Security deposit information
- Rent payment history

Property Information

We may collect information relating to:

- Property ownership
- Real estate transactions
- Lease agreements
- Maintenance requests
- Inspection reports
- Insurance information
- Vendor work orders
- Property photographs

Website Information

When visiting our website, we may automatically collect:

- IP address
- Device information
- Browser type
- Operating system
- Website activity
- Pages visited
- Referral information
- Cookie and tracking data

How We Use Information

We use personal information to:

- Provide brokerage services
- Manage rental properties
- Market available properties
- Process rental applications
- Verify applicant qualifications

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- Conduct background and screening reviews where permitted by law
 - Facilitate real estate transactions
 - Collect rents and fees
 - Process owner distributions
 - Coordinate maintenance and repairs
 - Communicate regarding properties and services
 - Comply with legal obligations
 - Prevent fraud and unauthorized activity
 - Improve our operations and customer experience
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Tenant Screening and Applicant Information

Applicants may be subject to screening processes that may include:

- Credit history reviews
- Criminal background reviews where permitted by law
- Rental history verification
- Income verification
- Employment verification
- Identity verification

Information obtained from screening providers is used solely for legitimate business purposes and in compliance with applicable federal and Texas laws, including the Fair Credit Reporting Act.

Information Sharing and Disclosure

We do not sell personal information.

We may disclose information to:

Property Owners

When necessary to provide management services, we may share relevant applicant, resident, maintenance, payment, accounting, and compliance information with property owners.

Service Providers

We may share information with trusted vendors that assist us with:

- Property management software
- Accounting services

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- Payment processing
- Cloud storage
- Website hosting
- Maintenance coordination
- Identity verification
- Document management
- Background screening

All service providers are expected to maintain appropriate confidentiality and security measures.

Real Estate Transaction Parties

Information may be shared with:

- Real estate brokers and agents
- Title companies
- Mortgage lenders
- Inspectors
- Attorneys
- Appraisers
- Insurance providers

Legal Compliance

We may disclose information when required to:

- Comply with a court order, subpoena, or legal process
- Respond to law enforcement requests
- Protect our legal rights
- Investigate fraud or misuse
- Enforce contracts and company policies

Texas Consumer Privacy Rights

Subject to the Texas Data Privacy and Security Act and applicable exemptions, Texas residents may have the right to:

- Confirm whether we process personal data
- Access personal data we maintain
- Correct inaccuracies in personal data
- Delete certain personal data
- Obtain a copy of personal data in a portable format

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- Opt out of the sale of personal data
- Opt out of profiling activities that produce legal or similarly significant effects
- Opt out of targeted advertising

To exercise applicable rights, please contact us using the information provided below.

We may verify your identity before responding to requests.

If we decline your request, you may appeal our decision by submitting a written request to our Privacy Officer.

Sensitive Personal Information

Certain information collected may be considered sensitive personal information under Texas law, including:

- Social Security numbers
- Government identification numbers
- Financial account information
- Precise location information
- Information concerning housing eligibility or screening

We process sensitive information only as necessary for legitimate business purposes, legal compliance, property management services, real estate transactions, and related business operations.

Data Security

We maintain commercially reasonable safeguards designed to protect personal information from unauthorized access, disclosure, misuse, alteration, or destruction.

These safeguards may include:

- Secure data storage
- Encryption where appropriate
- Access controls
- Password protection
- Vendor oversight
- Employee confidentiality requirements

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No security system can guarantee absolute protection; however, we implement reasonable measures consistent with industry standards and Texas law.

Data Retention

We retain personal information only for as long as reasonably necessary to:

- Provide services
- Fulfill contractual obligations
- Satisfy legal and regulatory requirements
- Resolve disputes
- Enforce agreements

Record retention periods may vary based upon the nature of the information and applicable legal requirements.

Cookies and Online Tracking

Our website may use cookies, analytics tools, and similar technologies to:

- Improve website functionality
- Understand visitor activity
- Analyze website performance
- Support security measures

Users may modify browser settings to disable cookies; however, some website features may not function properly.

Third-Party Websites

Our website may contain links to third-party websites. We are not responsible for the content, privacy practices, or security of external websites.

Children's Privacy

Our services are not directed toward children under the age of 13, and we do not knowingly collect personal information from children.

Changes to This Privacy Policy

We reserve the right to update this Privacy Policy at any time. Updates will be posted on our website with a revised effective date.

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Continued use of our services after updates constitutes acceptance of the revised Privacy Policy.

Contact Information

Mockingbird Management, LLC

Website: www.mockingbirdmanagement.com

For privacy-related questions, requests, or appeals, please contact us through the contact information published on our website.