

Privacy Policy

Income Property Management Co., DBA Commercial and Residential Management Group (CRMG) (“CRMG,” “we,” “us”) provides property management services to our clients and residents.

When you visit our Websites (crmngo.com, ipmco.com and individual property websites operated by Entrata, Inc. and/or its affiliates) you may choose to share your personal information with us by contacting us via a “contact us form” or by way of applying to one of our building communities via “Apply Now” links on our connected third-party websites maintained by Entrata, Inc (see Entrata’s privacy policies on these websites).

This policy applies to our Website and any sites or products that display these terms (collectively, the “Platform”). It does not apply to any website, mobile app, service, or product that does not display or link to this Privacy Notice or that contains its own privacy policy. It also applies to any “offline” collection of your personal information. If you do not agree with our policies and practices, please do not use our Platform. By accessing or using our Platform, you agree to this Notice.

How we collect personal information:

We may collect personal information from you directly or indirectly. For example, when you fill out a form on our Website, you provide personal information (last name, first name, email and phone number) directly to us.

We collect personal information when you provide it:

When you provide your first name, last name, email address, phone number, and information as to why you are contacting us, we collect this information from you.

Sometimes personal information is collected by automated technologies and shared with us when Website visitors and App users navigate through our products and services. We may track your browsing actions and log your IP address. We may also collect device ID (typically a phone or tablet) to ensure the Website or App is readable on your device.

Automated collection technologies – such as cookies, beacons, tags, and scripts – are used by us to analyze trends, administer the Platform, and track users’ movements around the Platform. We, and our third-party partners, also use these technologies to gather demographic information about our user base as individuals and in the aggregate.

A “cookie” is a small text file that is stored on an individual’s computer and downloaded to the computer or mobile device when he or she visits a website. Cookies then send information back to the originating website on each subsequent visit, or to another website that recognizes that same cookie.

The Websites may contain links to other sites. Please be aware that we are not responsible for the content or privacy practices of any third-party sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

Our Platform is for individuals who are over 18 years old.

We will never knowingly collect personal information from anyone younger than 18 years. All services we offer are for individuals 18 or older. If we become aware that personal information of anyone younger than 18 has been provided to us, for any purpose, we will delete the information from our files.

How we use personal information:

We use personal information to deliver our Website and provide products and services to our business customers to support digital transformation and business efficiencies. We know your personal information is important to you, so we want to be transparent about how we use that information. Here are the ways CRMG uses your personal information:

- To provide access to the Website, including maintaining the security and integrity of both.
- To share questions, feedback, or other content customers have provided.
- To provide marketing information regarding Platform updates and special promotions, etc.
- To comply with legal and regulatory requirements applicable to our business and internal policies for maintaining records.
- To protect all parties (Website visitors, and our business customers) in the event of disputes.
- To conduct reviews of our Website and App. Understanding how our Website and App are used allows us to improve product offerings and user experiences.
- To comply with court orders and legal processes, and to enforce our Terms of Use and this Privacy Notice.
- For any other legal, business, or marketing purposes that comply with the practices described in this Notice.

When we use personal information:

Once your personal information is collected, as detailed above, we may share it with our application and screening parties for various reasons. When we share your personal information with a third party, we require that third party to protect your information consistent with this Notice and limit its use to performing the services they provide to us.

Our vendors help with Platform analytics, too:

CRMG uses Google Analytics to study how users interact with our website.

We may share feedback you provide to us:

We want to hear how we're doing. If you have suggestions for improving our services, we want those as well. We maintain an Accessibility Statement on our Website.

Security:

We have implemented industry accepted administrative, physical, and technology-based securing measures to protect against loss, misuse, and alteration of personal information in our systems. We ensure that any employee, contractor, or vendor who has access to personal information in our systems is subject to contractual and professional obligations to safeguard that personal information.

While we strive to use commercially acceptable means to protect your personal information, no method of transmission over the Internet or form of electronic storage is 100 percent secure. Therefore, we cannot guarantee its absolute security.

If you feel that we are not abiding by this privacy policy, you should contact us immediately via any of the ways indicated in the Contact Us section below.

Your Rights:

We understand you want to protect and control your personal information. This section details how you may review, update, or delete your information.

SMS Opt-In and Opt-Out Information

Opt-out of text message communications. You may opt-out of text messaging at any time by replying to any message with STOP contacting us at info@crmgco.com. This will end the communications from that particular phone number. You may continue to receive service-related and other non-marketing text messages from other phone numbers managed by **CRMG**, and you may opt out of those in a similar fashion.

Viewing or updating your personal information:

If you would like to update your name and contact information, please email us at info@crmgco.com with "Update Contact Details" in the subject line and include the relevant updates you would like for us to make.

Updates:

This Privacy Notice will be updated to reflect our personal information handling practices. We reserve the right to amend this Notice at any time, for any reason, without additional notice to you, other than through posting the updated Privacy Notice on this Platform. We invite you to periodically return to this page to ensure you are informed of any updates we make about how we collect, use, and protect customer information.

Contact Us:

If you have questions about the way we handle personal information, please contact us:

CRMG, LLC

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(503) 224-9554

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