

## **PRIVACY POLICY**

This Privacy Policy (“Policy”) describes how Prime Association Services (referred to in this Policy as “Prime”) collects, uses, and discloses your personal information both offline and on Prime’s website and any Association’s website. This Policy describes the types of personal information collected on this website, how that information is used, who it is shared with, and the rights and choices that may be available to you. The Policy also describes the measures we take to protect the security of personal information. We also tell you how you can reach us to answer any questions you may have about our privacy practices.

### **SECTION 1. We collect and use personal information from and about you.**

**We collect contact information.** We collect your name, email address, account username and password, alias, phone number, and mailing address. We might also collect additional information provided by you. We also may use the personal information we collect to protect us against and prevent fraud, claims, and other liabilities and to comply with or enforce applicable legal requirements, and our policies and terms. We use personal information for these purposes when it is necessary to protect, exercise, or defend our legal rights, or when we are required to do so by a law that applies to us.

### **SECTION 2. We use personal information as described here.**

**We use information to provide services and fulfill transactions.** We use this information in connection with the management, operation, maintenance, and repair of property. We also use this information to fulfill your requests and provide you with services related to your Association. We do not sell, rent, trade, or otherwise disclose personal information submitted through the website, except as described in this Policy.

### **SECTION 3. We share your personal information with other parties.**

**We share your personal information with vendors and service providers who perform services on our behalf.** We may share personal information with vendors who assist us with the uses of personal information described in this Policy. This may include vendors who help us manage and operate our websites, manage the properties, facilitate voting by the members, provide cable and internet services, provide audit our business and financial statements, and provide legal advice. Your contact information is included in the membership list, which is available to other members upon request unless you have requested that it not be provided.

**Links to Other Sites.** We provide links to other websites for your convenience and information. These websites operate independently of us and are not under our control. These sites may have their own privacy notices or terms of use, which we strongly suggest you review if you visit any linked websites. We are not responsible for the content of these sites, any products or services that may be offered through these sites, or any other use of the linked sites.

#### **SECTION 4. We use standard security measures.**

We maintain administrative, technical, and physical safeguards for the website designed to protect against loss, misuse, or unauthorized access, disclosure, alteration, or destruction of the personal information we collect through our website. The Internet is not 100% secure. We cannot promise that your use of our website will be completely safe. Any transmission of your data to our website is at your own risk. We encourage you to use caution when using the Internet.

#### **SECTION 5. Your choices.**

If you would like to update your contact information or preferences, please contact us by email at [info@theprimeas.com](mailto:info@theprimeas.com) or by mail at:

Prime Association Services  
41923 Second Street, Suite 300  
Temecula, California 92590  
Attn: Director of Compliance and Resource Management

#### **SECTION 6. We may update this Policy.**

From time to time, we may change this Policy. We will post an updated copy on our website, and upon request, we will send you a copy of the current policy. Please check our website periodically for updates. California residents may designate an authorized agent to make a request on their behalf. When submitting the request, please ensure the authorized agent is identified as an authorized agent.

#### **SECTION 7. SMS Terms and Conditions**

##### **Consent for SMS Communication**

The phone numbers obtained through the SMS consent process will not be shared with third parties for marketing purposes.

##### Types of SMS Communications

If you have consented to receive text messages from Prime Association Services, you may receive messages related to Association updates and mass-communications, your assessment account, work order follow-ups, and/or responses to community inquiries.

For example: "Hello, thank you for contacting Prime Association Services. How can we assist you? Reply STOP to opt-out at any time. Message and data rates may apply. For assistance, text HELP or visit our website ([www.theprimeas.com](http://www.theprimeas.com)) to view our Privacy Policy and SMS Terms and Conditions.

##### Message Frequency

Our SMS message frequency will range from 1 to 7 text messages daily across all users.

### Potential Fees for SMS Messaging

Many carriers charge a fee for each message sent or received. This can vary depending on the carrier's pricing structure and whether the message is sent domestically or internationally.

### Opt-In Method

Customers can opt-in for SMS messaging from Prime Association Services through intake forms on our website located at [www.theprimeas.com](http://www.theprimeas.com). This agreement for SMS will not be shared with third parties for marketing purposes.

### Opt-Out

Customers can opt-out of SMS messaging from Prime Association Services by replying "STOP" at any time to any received SMS message. Once opted-out, they will receive no further SMS communication. They can opt back in at any time by replying "START".

### Standard Messaging Disclosures

Message and data rates may apply.

Message frequency may vary.

You can opt out at any time by texting "STOP".

For assistance, text "HELP" or view our Privacy Policy and SMS Terms and Conditions by visiting our website at [www.theprimeas.com](http://www.theprimeas.com).