

AMERICAN PROPERTY ASSOCIATION MANAGEMENT LLC

Privacy Policy

Last Updated: November 26, 2024

American Property Association Management (APAM) works with builders, Declarants, HOA boards and individual HOA members in the Carolinas to connect homeowners with HOA software to help manage their accounts with us in a manner that is firm, fair and consistent. APAM and its affiliates (“APAM”, “PayHOA”, “us”, “our” or “we”) respect your privacy and are committed to providing a transparent notice of our privacy practices. For a complete list of all of the services APAM provides, please contact APAM as directed below.

APAM respects the privacy and security of the personal information that we collect about you. This Privacy Policy (the “Policy”) describes the types of information we may collect from you when you visit our website at www.carolinasHOA.com or use the services offered through your web portal (collectively, the “website or web portal”). This Policy also covers information we collect about you from third parties or when you contact us by phone or email. This Policy describes our practices for collecting, using, maintaining, protecting, and disclosing that information.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. This Policy may change from time to time (see **Changes to Our Privacy Policy**).

Information Collection

We collect several types of information from and about you, including:

- **Information provided by you**, such as your name, address, email address, telephone number, and other personally identifying information. For example, we collect information from you when you subscribe to use the platform or when you accept invitation to join the platform.
- **Information provided by third parties** about you. As part of our services, we may also collect your name, address, email address, and other information about you provided by third parties, such as your homeowners association manager, our third-party payment process, or the law firm you used when you closed on your property (you filled in information via a form provided to you at closing).

Information Use

We may use the information that we collect about you or that you provide to us:

- To provide you with information or services that you request from us;
- To fulfill our obligations to you as your HOA property manager;
- To provide you with notices about your account (Your information helps us more effectively respond to your customer service request, and support needs);
- To carry out our obligations arising from any contracts entered into between the HOA Board, the Builder, the Declarant and us, including for invoicing, account organization, and user management;
- To notify you about changes to the web portal and website or any products or services that we offer or provide through the website or your web portal;
- To allow you to participate in interactive features located on your web portal or this website;
- To enable communications to you regarding our services, such as email and text;
- To fulfill any other purpose for which you provide it, and any other way we may describe when you provide the information;
- To provide payment information to your HOA; and
- For any other purpose with your consent.

Terms of Service for SMS Communications

- SMS consent will not be shared with any third party and affiliate for marketing, nor will any phone numbers for SMS purposes
- Information obtained as part of the SMS consent process will not be shared with third parties.

Types of SMS Communications

- If you have consented to receive text messages from APAM, you may receive text messages related to your account information
- Examples: Updates regarding your account balance, violations and architecture requests, or other relevant information.

AMERICAN PROPERTY ASSOCIATION MANAGEMENT LLC

Standard Messaging Disclosures

- Message and data rates may apply.
- You can opt-out at any time by texting "STOP."
- For assistance, text "HELP" or visit our Privacy Policy at www.CarolinasHOA.com

Disclosure of your information

We may disclose information that we collect about you or that you provide us directly as described in this privacy policy:

- To your homeowners association;
- To contractors, service providers, payment processors, and other third-parties we used to support our business;
- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, disillusion, or other sale or transfer of some or all of APAMs assets, whether as a concern or as part of a bankruptcy, liquidation, or similar proceeding, and which personal information held by our software regarding website users is among the assets transferred;
- To fulfill the purpose for which you provide it;
- Any other purpose disclosed by us when you provide the information; and
- With your consent.

We may also Disclose your personal information:

- To comply with any court order, law, or legal process, including to respond to any government, regulatory, or law enforcement request,
- To enforce or apply our terms of service, and other agreements; and
- If we believe disclosure is necessary to protect the rights, property, or safety of APAM, our customers, or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

Tracking Technologies

APAM does not use any cookies or other tracking technologies for any purposes.

Security

We have implemented reasonable measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure. Safety and security information. Also depends on you. Where we have given you or where you have chosen Password for access to certain parts of the website, you are responsible for keeping his password confidential. We ask you not to share your password with anyone.

Links

The website and web portal may contain third-party links to other websites, such as [Plaid](#). Please be aware that we are not responsible for the content or privacy practices of such other third-party sites. We encourage our users to be aware when they leave our site to read the privacy statements of any other site that collects personally identifiable information.

Children Under the Age of 18

All users must be 18 years of age or older to register to use the services. We do not knowingly collect personally identifiable information from children under the age of 13. If such information is in advertently or unknowingly collected, it is our policy to destroy or deleted upon discovery.

Do Not Track

We do not respond to web browser "do not track" signals or other mechanisms. Other parties may collect personally identifiable information about your activities overtime and across different websites when a consumer uses the webs website.

Changes to Our Privacy Policy

It is our policy to post any changes we make to our privacy policy on this page. Please check back periodically to ensure you are aware of any recent updates. You can see in this page has been updated by looking at the last updated date at the top of this page.

Contacting Us

If there are any questions regarding this privacy policy, you may contact us at apamcarolinas@gmail.com