

Privacy Policy

This Privacy Policy ("Policy") applies to WWW.PROPERTYPROSHS.COM, and PROPERTY PROS FAMILY GROUP LLC ("Company") and governs data collection and usage. For the purposes of this Policy, unless otherwise noted, all references to the Company include WWW.PROPERTYPROSHS.COM. The Company website is a service site. By using the Company website, you consent to the data practices described in this statement.

I. Collection of Your Personal Information

In order to better provide you with products and services offered, the Company may collect personally identifiable information, such as your:

- First and last name
- Mailing address
- Email address
- Phone number
- Property address & access information
- Service specifics

We do not collect any personal information about you unless you voluntarily provide it to us. However, you may be required to provide certain personal information to us when you elect to use certain products or services. These may include: (a) registering for an account; (b) entering a sweepstakes or contest sponsored by us or one of our partners; (c) signing up for special offers from selected third parties; (d) sending us an email message; (e) submitting your credit card or other payment information when ordering and purchasing products and services. To wit, we will use your information for, but not limited to, communicating with you in relation to services and/or products you have requested from us. Payments are processed securely via third-party payment gateways and the Company does not directly collect, process, or store credit card numbers on its servers. We may also gather additional personal or non-personal information in the future.

II. Use of your Personal Information

The Company collects and uses your personal information in the following ways:

- to operate and deliver the services you have requested.
- to provide you with information, products, or services that you request from us.
- to provide you with notices about your account.
- to carry out the Company's obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.
- to notify you about changes to our WWW.PROPERTYPROSHS.COM or any products or services we offer or provide through it.
- to maintain the security of the Company's services and prevent fraud or misuse.
- to comply with applicable laws, regulations, legal processes, or governmental requests.
- to generate pre-booking quotes and estimates.
- to manage property-specific safety and access instructions (such as pet alerts).
- to track and process customer referral bonuses.

- to maintain internal administrative records..
- in any other way we may describe when you provide the information.
- for any other purpose with your consent

The Company may also use your personally identifiable information to inform you of other products or services available from the Company and its affiliates.

III. Sharing Information with Third Parties

The Company does not sell, rent, or lease its customer lists to third parties.

The Company may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (email, name, address, phone number) is not transferred to the third party.

The Company may share data with trusted partners to help perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. The Company shares necessary personal information, including property addresses, access codes, and specific service instructions, with independent Contractors and Service Providers (such as cleaning crews) strictly for the purpose of executing the requested services at your property. All such providers and third parties are prohibited from using your personal information except to provide these services to the Company, and they are required to maintain the confidentiality and security of your information.

The Company may disclose your personal information, without notice, if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on the Company or the site; (b) protect and defend the rights or property of the Company; and/or (c) act under exigent circumstances to protect the personal safety of users of the Company, or the public.

IV. Opt-Out of Sale or Disclosure of Personal Information to Third Parties

In connection with any personal information we may sell or disclose to a third party for a business purpose, you have the right to know:

You have the right under the California Consumer Privacy Act of 2018 (CCPA) and certain other privacy and data protection laws, as applicable, to opt out of the sale or disclosure of your personal information. If you exercise your right to opt out of the sale or disclosure of your personal information, we will refrain from selling or disclosing your personal information, unless you subsequently provide express authorization for the sale or disclosure of your personal information. To opt out of the sale or disclosure of your personal information, visit this web page <https://www.propertyproshs.com/privacy/opt-out>.

V. Tracking User Behavior

The Company may keep track of the websites and pages our users visit within the Company, in order to determine which of the Company's services are the most popular. This data is used to deliver customized content and advertising within the Company to customers whose behavior indicates that they are interested in a particular subject area.

VI. Automatically Collected Information

The Company may automatically collect information about your computer hardware and software. This information can include your IP address, browser type, domain names, access times, referring website addresses, and data collected through cookies, web beacons, and similar tracking technologies. We use these technologies, including third-party tools like Google Analytics, to measure website traffic, analyze user behavior, and improve our operations. This information is used for the operation of the service, to maintain the quality of the service, and to provide general statistics regarding the use of the Company website.

VII. Links

This website contains links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other 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.

VIII. Security of Your Personal Information

The Company secures your personal information from unauthorized access, use, or disclosure. The Company uses the following methods for this purpose:

- SSL Protocol
- Secure Cloud Infrastructure Partners
- Industry-standard database encryption at rest
- Role-based access controls

When personal information (such as a credit card number) is transmitted to other websites, it is protected through the use of encryption, such as the Secure Sockets Layer (SSL) protocol.

We strive to take appropriate security measures to protect against unauthorized access to or alteration of your personal information. Unfortunately, no data transmission over the Internet or any wireless network can be guaranteed to be 100 percent secure. As a result, while we strive to protect your personal information, you acknowledge that: (a) there are security and privacy limitations inherent to the Internet that are beyond our control; and (b) the security, integrity, and privacy of any and all information and data exchanged between you and us through this site cannot be guaranteed.

IX. Right to Deletion

Subject to certain exceptions set out below, on receipt of a verifiable request from you, we will:

- Delete your personal information from our records; and
- Direct any service providers to delete your personal information from their records.

Please note that we may not be able to comply with requests to delete your personal information if it is necessary to:

- Complete the transaction for which the personal information was collected, fulfill the terms of a written warranty or product recall conducted in accordance with federal law, and provide a good or service requested by you, or reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform a contract between you and us;
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity; or prosecute those responsible for that activity;
- Debug to identify and repair errors that impair existing intended functionality;
- Exercise free speech, ensure the right of another consumer to exercise his or her right of free speech, or exercise another right provided for by law;
- Comply with the California Electronic Communications Privacy Act;
- Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when our deletion of the information is likely to render impossible or seriously impair the achievement of such research, provided we have obtained your informed consent;
- Enable solely internal uses that are reasonably aligned with your expectations based on your relationship with us;

- Comply with an existing legal obligation; or
- Otherwise, use your personal information internally in a lawful manner that is compatible with the context in which you provided the information.

X. Data Security and Breach Notification

The Company maintains reasonable administrative, technical, and physical safeguards designed to protect personal information from unauthorized access, acquisition, disclosure, or use. In the event of a security incident involving personal information, the Company will promptly investigate the incident and provide notice to affected individuals and, where required, to applicable regulatory authorities in accordance with applicable law.

The Company will provide any required notice in the manner and within the timeframes prescribed by applicable law.

XI. Children Under 18

The Company does not knowingly collect personally identifiable information from individuals under the age of eighteen (18). You must be at least 18 years of age (or the age of majority in your jurisdiction) to use this website and request our services. If you are under the age of majority, you may not use this platform.

XII. Email and Text Communications

From time to time, the Company may contact you via email for the purpose of providing announcements, promotional offers, alerts, confirmations, surveys, and/or other general communication. In order to improve our services, we may receive a notification when you open an email from the Company or click on a link therein.

If you would like to stop receiving marketing or promotional communications via email from the Company, you may opt out of such communications by clicking on the unsubscribe button.

By providing your phone number, you consent to receive SMS text messages and phone calls from the Company regarding your service requests, estimates, and account updates. You may opt out of text messages at any time by replying 'STOP' to any message from us.

XIII. External Data Storage Sites

We may store your data on servers provided by third-party hosting vendors with whom we have contracted.

XIV. Changes to This Statement

The Company reserves the right to change this Policy from time to time. For example, when there are changes in our services, changes in our data protection practices, or changes in the law. When changes to this Policy are significant, we will inform you. You may receive a notice by sending an email to the primary email address specified in your account, by placing a prominent notice on our website, and/or by updating any privacy information. Your continued use of the website and/or services available after such modifications will constitute your: (a) acknowledgment of the modification of this Policy; and (b) agreement to abide and be bound by this modified Policy.

XV. Contact Information

The Company welcomes your questions or comments regarding this Statement of Privacy. If you believe that the Company has not adhered to this Statement, please contact the Company at:

PROPERTY PROS FAMILY GROUP LLC
300 SOUTH SPRING STREET #900
LITTLE ROCK, Arkansas 72201

Email Address:

propertypros-hotspings@googlegroups.com

Phone number:
(501) 482-5994

Effective as of April 24, 2026