

# Cedartree Management Company Privacy Policy

## **Privacy Policy:**

Cedartree Management Company is committed to providing clear and concise information regarding our collection and processing of personal information by Cedartree Management Company and our subsidiaries (collectively, "CMC").

The privacy policy section explains how we collect information from our users when they visit our website, utilize our services such as renting a storage space or contact us in general. By providing your personal information to us, you expressly consent the transfer of information to our secure servers and agree to the collection, usage, and disclosure of the information. We do not rent or sell our users' personal information. However, your information may be given to third parties that provide us with online and computer services, and provide service necessary to the conduct of our business.

We believe it is crucial that individuals who accesses **Cedartree Management Company (CMC)** website are familiar with the type of information that will likely be gathered through the site, exactly why we acquire it, the way those details are gathered and utilized, and the actions that CMC takes to safeguard the credibility of the personally identifiable information that you might give to us. This is important; you should take some time to browse through it.

## **Information We Collect:**

The customer information we collect is categorized as follows in accordance with the Best Practices of self storage companies and Oregon law:

- Application Information - information that you provide to us through our Website and through other means. Examples include your name, age, physical address, zip code, phone numbers, email address, social security number, driver's license number, government ID, and all information required by us for the rental of a self storage space.
- Transaction and Experience Information - information about your transactions with us, as well as information about our communications with you. Examples include your account history, geolocation data, your requests for information and our responses.
- Information from Outside Sources - Information from outside sources regarding your credit, background and other relationships. We may need this information to provide the goods and services that you request and to let you know of additional goods and services about which you might be interested. We also use this information to customize your experience using our Website.

In addition, we automatically gather general statistical information about our Website and visitors, such as IP addresses, browsers, pages viewed, number of visitors, goods and services purchased, geolocation data, etc., but in doing so we do not reference you by individual name, e-mail address, home address, or telephone number. We use this data in the aggregate to determine how much our customers use parts of our site so we can improve our site. We may provide this statistical information to third parties, but when we do so we do not provide

personally-identifiable information without your permission. Preference and options configurations in your browser determine if and how a cookie will be accepted.

### **Sharing Information:**

Private information that you provide to us might be transmitted to 3rd parties to be saved or dealt with on our behalf, such 3rd parties may be situated outside of the area we are located (in nations where there might be a reduced level of information protection is required). Nevertheless, we will continually endeavor to manage your data in line with this privacy policy, wherever it will be processed.

Using our website, app, Facebook page etc. you can connect and share your comments, actions and other information with users. In the event you decide to share your personal information with other users, we suggest you to keep your privacy in mind. We are not liable for any privacy or security in case you choose to make your information available to the public. We do not share your personal information with our other users.

We may also share the information we collect about you with third parties from one or more of the following categories:

- Vendors contracted by us to service your account
- Companies that we provide self storage management services
- Retailers whose production you buy through our Website or at the facility
- Credit Card Companies
- Credit Reporting Companies
- Rental Databases and software management companie
- Fianancial institutions including banks and Insurance companies
- Government Agencies
- Purchasers of our storage failities

We may ask you for personally-identifiable information at other times, such as if you enter into a promotion, make a payment, post a classified ad, communicate with us, apply for or enter into a lease with us, or complete a survey. If you opt-in to receive information regarding a promotion, you give us your permission to share your name and e-mail address with the third party offering the promotion.

### **Registration Information:**

Contact details, as well as other information you provide as part of the rental process of your self storage space, is saved by us and utilized to offer you the service that we provide. We suggest you to keep your username and password details confidential to avoid unauthorized access to your account.

### **The Way We Use Information:**

Your personally-identifiable information is primarily used to rent you a storage space. We also us this information to improve our marketing and promotional efforts, to statistically analyze

site usage, to improve our content and product offerings and to customize our site's content, layout, and services.

We may use your information to deliver information to you that, in some cases, is targeted to your interests, such as targeted advertising banners, new services, and promotions. You can opt out of receiving this information by unchecking the box in your registration/preference file. We may ask you to provide us voluntarily with additional information regarding your personal or business interests, experience or requests, which we may use to customize our service for you.

We use your e-mail address, your mailing address, and phone number to contact you regarding Your self storage space, administrative notices, new product offerings and communications relevant to your use of the website, your storage space and your account. We will not send you promotions or announcements unless you give us permission to do so. You can opt out of receiving such contact by contacting CMC via email or regular mail.

If you place a request for products or services, we use the information to fill your order; if the products or services are from a retail partner, we may provide your relevant information to that retailer for purposes of the transaction. If you establish a credit account with us or our providers, we collect additional information, including billing information, credit card number, and expiration date, and tracking information from checks or money orders.

We may also use or disclose information to resolve disputes, investigate problems, or enforce our Terms of Service and the rental agreement for your storage space. At times, we may review the status or activity of website users. We may disclose or access information whenever we believe in good faith that the law or regulation so requires or if we otherwise consider it necessary to do so to maintain service and improve our products and services. We also use your IP address to help diagnose problems with our server, to manage our Website and to enhance our site based on the usage pattern data we receive.

### **Web Browser Cookies:**

Cookies are basically text files that are transferred by site (or service providers) to your hard drive through the web browser you use to access the website. These cookies are not harmful to your computer and are stored to capture some important information that helps us understand, remember and save your preferences for the future visits. No personal information is collected or affected by these cookies.

You reserve the right to refuse cookies; however, some website sections may not work properly. The cookies do not cause any interruption in your browsing behavior. You can change those configurations on your computer if you desire. By changing your preferences, you can accept all cookies, you can be notified when a cookie is set, or you can reject all cookies. If you do so and cookies are disabled, you may be required to **re-enter your information more often and certain features of our site may be unavailable.**

### **Security:**

We employ commercially reasonable and current security methods to prevent unauthorized access, maintain data accuracy, and ensure correct use of information. Your account information and profile are password-protected. We recommend that you do not divulge your password to anyone. Our personnel will never ask you for your password in an unsolicited phone call or in an unsolicited e-mail. Remember to sign out of your account and close your browser window when you have finished your session. This is to help ensure that others cannot access your personal information and correspondence if you share a computer with someone else or are using a computer in a public place where others may have access to it. Whenever you voluntarily disclose personal information online, for example on message boards, through e-mail or in chat areas, that information can be collected and used by others. No data transmission over the Internet or any wireless network can be guaranteed to be perfectly secure. As a result, while we try to protect your personal information, we cannot ensure or guarantee the security of any information you transmit to us, and you do so at your own risk.

### **Children Under 13:**

Our Website is intended to be used by customers that can form enforceable contracts with us, generally at least 18 years of age. We do not knowingly collect personally-identifiable information on children under the age of 13. We do not accept self storage tenants under the age of 18, and we will terminate the accounts of underage users. However, we have no way of distinguishing the age of individuals who access our Website, and we will honor the requests by any minor under the age of 13 to remove the information he or she posted as a registered user, unless the information is posted anonymously or by third parties or otherwise exempted by law. The parent or guardian of any registered user under the age of 13 may also contact us in writing and provide a contact email or phone number to remove the personally-identifiable information of the user and opt out of promotional opportunities.

### **Third Party Practices:**

The Privacy Policy of an advertiser or promotional service appearing at our site may differ from ours. We encourage you to read that policy before responding to any offer.

### **Changes to Our Policy:**

We may change or update this Privacy Policy at any time without any prior notice. If we change this Privacy Policy in an adverse and material way, we will post or otherwise provide notice advising of such change.

### **Your Consent:**

By using our Website, you are consenting to the collection and use of this information in the manner we describe.

**Push Notifications:**

If you utilize the site or mobile app, you might also permit push notifications, SMS, updates, e-mails, or other forms of mail messages specifically delivered to you outside or within the phone app to the cellular device or PC browser. Should you authorize your permission to get these kinds of emails a device token will likely be provided that should be related to the device you use.

**California Residents: How You Can Update, Correct or Delete Your Information:**

You can access the information that we collect online and maintain through normal updating methods. To update, correct or delete this information, you can contact us at: \_\_\_\_\_(email)\_\_\_\_\_ or \_\_\_\_\_(phone)\_\_\_\_\_. Your online account can be deleted or deactivated, but doing so will result in your not being able to access member service. During your stay as a tenant, we will continue to share your personal information among our business units, our affiliates, and unaffiliated third parties as necessary in order to service your accounts and fill any orders you place with us. We will also store your personal information gathered in connection of the rental of your storage space as required by law or prudent business practices.

Click: "I Accept"

Click: "I do not Accept"

If you do not accept the terms and conditions of this privacy policy, we will not be able to provide you with online and Website self storage rental services. You may still rent a space at the facility office, but you will not have to an online account.