

Residential Privacy Policy

Applies To: All residents, applicants, and authorized occupants

1. Purpose

Hale o Piikea I (“we,” “our,” or “the Property”) respects your privacy. This Privacy Policy explains how we collect, use, and protect your personal information in connection with your residency and tenancy at our community.

2. Information We Collect

We collect and maintain information necessary to manage tenancy and ensure a safe living environment. This may include:

- **Personal Information:** Name, address, phone number, email, date of birth, government-issued ID.
 - **Application & Lease Information:** Employment, income, rental history, references, and credit reports.
 - **Vehicle & Access Information:** Vehicle registration, parking permits, key fob or gate access data.
 - **Payment Information:** Rent payment history, bank or card information used for payment processing.
 - **Communication Records:** Maintenance requests, emails, notices, and correspondence with management.
 - **Security Information:** Surveillance footage from common areas, incident reports, and visitor logs.
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3. How We Use Your Information

Your information is used to:

- Process applications and execute lease agreements.
- Manage day-to-day operations and provide maintenance or service requests.
- Communicate important updates, notices, or emergencies.

- Enforce lease terms and property policies.
- Ensure safety and security within the community.
- Comply with applicable laws and regulations.

We do **not** use resident information for marketing or sales purposes without consent.

4. Security and Access

We take reasonable measures to safeguard personal information from loss, misuse, or unauthorized access.

Access is limited to authorized management personnel, service providers, or contractors who need the information to perform their duties.

5. Sharing of Information

We may share information only when necessary with:

- **Service Providers:** Vendors and contractors providing maintenance, payment processing, or management services.
- **Legal or Regulatory Authorities:** When required by law or in response to lawful requests.
- **Financial Institutions or Collection Agencies:** In cases of payment processing, delinquency, or lease enforcement.

We do **not** sell or trade resident personal information.

6. Security Cameras and Monitoring

Security cameras may be installed in **common areas only** (e.g., entrances, parking lots, mail areas, and hallways) to help ensure the safety of residents and property.

Footage is stored securely and reviewed only when necessary for security, investigations, or legal purposes.

Cameras are **not** installed inside individual apartment units.

7. Resident Rights

Residents have the right to:

- Request access to personal information maintained by the Property.
- Request correction of inaccurate information.
- Request deletion of certain information, where permitted by law or lease requirements.

Requests can be made in writing to the Management Office.

8. Data Retention

Resident data is retained only as long as necessary to fulfill lease obligations, legal requirements, or legitimate business purposes (such as payment history or security records).

9. Policy Updates

This policy may be updated from time to time. The most current version will be available in the Management Office and/or posted on the community website. Continued tenancy constitutes acknowledgment of the updated policy.