Privacy Policy

Website: www.livewithunited.com

Effective Date: October 23, 2026

Last Updated: October 23, 2026

1. Introduction

Welcome to United Apartments.

United Apartments operates an off-campus housing website designed to connect students seeking housing with landlords and property managers offering rental accommodations. Our services may include user accounts, housing listings, messaging, and online payment functionality.

We respect your privacy and are committed to handling your personal information responsibly. This Privacy Policy explains what information we collect, how we use and share it, how we protect it, and what choices may be available to you.

This Privacy Policy applies to visitors, registered users, students, landlords, property managers, and other individuals who use www.livewithunited.com or related services we operate.

By using our website, you acknowledge this Privacy Policy. Where applicable law requires consent for a particular data practice, we will obtain that consent before proceeding.

2. Information We Collect

The information we collect depends on how you interact with Live With United.

A. Account Information

When you create an account or use our services, we may collect:

- Name and username.
- Email address and phone number, if provided.
- Login credentials and account authentication information.
- Account type, such as student, landlord, or property manager.
- Account preferences and settings.
- Information you provide when contacting customer support.

We use this information to create accounts, authenticate users, provide our services, and communicate with you.

B. Student and Housing Search Information

Students and other housing seekers may provide information such as:

- Preferred housing location.
- Rental budget and housing preferences.
- Desired move-in date and length of stay.
- Property or room preferences.
- Messages and inquiries sent to landlords or property managers.

Please provide only information necessary to use our services. Do not include sensitive personal information in public profiles or messages unless it is necessary and requested through an appropriate, secure process.

C. Landlord and Property Listing Information

Landlords and property managers may provide:

- Name and business contact information.
- Property address or general location.
- Rental prices, availability, and lease terms.
- Property descriptions, photographs, and amenities.
- Information about rental units and occupancy requirements.
- Communications with prospective tenants.
- Information needed to administer and maintain listings.

Information included in publicly accessible listings may be visible to visitors, including people who do not have an account.

Before publishing a listing, review it to ensure that it does not contain private information you do not intend to make public.

D. Messages and Communications

When users communicate through Live With United, we may collect and process message content, message dates and times, recipient information, and related communications metadata.

We use this information to deliver messages, facilitate housing inquiries, provide support, investigate reported abuse, maintain platform security, and enforce our website rules.

Users should not assume that messages sent through our platform are confidential from their intended recipients. We will access or disclose communications only as reasonably necessary for our operations, safety, legal obligations, or other purposes described in this policy.

E. Payment Information

If you make or receive payments through Live With United, we may process information associated with those transactions, including:

- Transaction amount and date.
- Payment status and transaction reference.
- Payer or payee information.
- Billing details required for payment processing.
- Refund, dispute, or payment support information.

Payments may be processed by third-party payment service providers. Where a provider processes card or bank information directly, that information may be collected and handled by the provider under its own privacy and security practices.

We will identify the payment providers we use where appropriate and provide relevant disclosures before or during payment transactions.

Unless specifically disclosed and protected through an appropriate payment system, Live With United should not collect or store complete payment card numbers, security codes, or banking credentials on its own servers.

F. Automatically Collected Information

When you access our website, we or our service providers may automatically collect technical and usage information, such as:

- IP address.
- Browser type and version.
- Device type and operating system.
- Pages viewed and features used.
- Dates, times, and duration of visits.
- Referring and exit pages.
- Diagnostic information, error reports, and security logs.
- General location inferred from an IP address.

We use this information to maintain the website, troubleshoot problems, understand usage, protect accounts, and improve performance.

G. Cookies and Similar Technologies

Live With United may use cookies, local storage, pixels, analytics tools, or similar technologies. These technologies may be used to:

- Keep users signed in.
- Remember preferences.
- Support security and fraud prevention.
- Maintain shopping or payment-related sessions, where applicable.

- Understand website traffic and performance.

- Measure marketing effectiveness or support advertising, if applicable.

The specific technologies used will depend on our website configuration and service providers.

We will provide any cookie notices, consent controls, or opt-out mechanisms required by applicable law. You may also manage certain cookies through your browser settings, although disabling them may affect website functionality.

H. Information From Other Sources

We may receive information from payment processors, authentication providers, hosting providers, analytics services, or housing partners when necessary to provide our services.

We will handle information obtained from these sources in accordance with applicable law and this Privacy Policy.

3. How We Use Your Information

Live With United may use personal information to:

1. Create, maintain, and secure user accounts.

2. Display, manage, and update housing listings.

3. Help students discover housing and contact landlords.

4. Help landlords communicate with prospective tenants.

5. Deliver messages and housing-related notifications.

6. Process, confirm, and reconcile transactions through payment providers.

7. Handle payment disputes, refunds, and customer service requests.

8. Detect fraud, spam, unauthorized access, and misuse.

9. Monitor and improve website performance and usability.

10. Enforce our terms, listing requirements, and platform policies.

11. Comply with legal obligations and respond to valid legal requests.

12. Send service announcements and administrative notices.

13. Send promotional communications where permitted by law and consistent with your preferences.

We will not use personal information for materially different purposes without providing notice or obtaining consent when required.

4. How We Share Your Information

We may share personal information in the following circumstances.

A. Between Students and Landlords

When a student contacts a landlord or a landlord responds to a housing inquiry, we may share the information necessary to facilitate that interaction.

Information displayed in a public listing or voluntarily included in a message may be available to the relevant recipients or the public, depending on the feature used.

B. With Service Providers

We may share information with service providers that support our operations, including:

- Website hosting and infrastructure providers.
- Payment processors.
- Email and messaging providers.
- Account authentication and security providers.
- Analytics and performance monitoring services.
- Customer support and technical service providers.

These providers may process information on our behalf to deliver their services, subject to applicable contractual and legal requirements.

C. With Housing Partners

If Live With United integrates with landlords, property managers, or other housing platforms, we may share information necessary to provide the requested service.

Any additional collection or disclosure will be described where required.

D. For Legal, Safety, and Security Purposes

We may disclose information when reasonably necessary to:

- Comply with applicable laws, regulations, court orders, or valid legal processes.
- Investigate suspected fraud or unlawful activity.
- Protect the rights, property, or safety of Live With United, its users, or others.
- Enforce our agreements and platform policies.

- Respond to security incidents or prevent misuse of our services.

E. Business Transactions

If Live With United undergoes a merger, acquisition, restructuring, financing, or sale of assets, information may be transferred as part of that transaction, subject to applicable law and appropriate safeguards.

F. With Your Consent

We may share information for other purposes when you direct us to do so or provide consent where required.

G. Sale and Targeted Advertising

Live With United does not sell personal information for monetary consideration as a stated policy. However, certain disclosures to advertising or analytics partners may qualify as a “sale,” “sharing,” or targeted advertising under applicable privacy laws, even when no money changes hands.

We will assess our actual practices and provide legally required disclosures and opt-out options if applicable.

5. Payment Processing and Transaction Security

Payments made through Live With United may be handled by third-party payment processors.

When you submit payment information, the applicable provider may collect, use, and retain information under its own privacy policy and terms.

Live With United may receive transaction confirmations, payment status, limited payment details, and records needed to manage transactions, refunds, disputes, and customer support.

We use reasonable safeguards to protect payment-related information under our control. However, no electronic transaction or data transmission can be guaranteed to be completely secure.

Users should review the applicable payment provider's terms before completing a transaction.

6. Data Retention

We retain personal information for as long as reasonably necessary to provide our services, maintain accounts, operate housing listings, support communications, process transactions, prevent fraud, resolve disputes, and meet legal obligations.

For example:

- Account information may be retained while an account remains active.
- Listing information may be retained while a listing is active and for a reasonable period afterward.
- Transaction records may be retained as needed for accounting, dispute resolution, fraud prevention, and legal compliance.
- Security logs may be retained for a limited period appropriate to their purpose.

Retention periods may vary depending on the information involved and applicable legal requirements.

When information is no longer needed, we will take reasonable steps to delete it, anonymize it, or securely dispose of it, subject to applicable law.

7. Data Security

Live With United uses reasonable administrative, technical, and organizational measures designed to protect personal information against unauthorized access, loss, misuse, alteration, or disclosure.

Depending on the systems used, safeguards may include access restrictions, secure connections, authentication controls, monitoring, and appropriate protections provided by our service providers.

No method of storage or transmission is completely secure. We cannot guarantee absolute security, and users should take reasonable steps to protect their passwords and account credentials.

If you believe your account has been compromised, please contact us promptly using the contact information below.

8. Your Privacy Rights and Choices

Depending on your location and the laws that apply, you may have rights to:

- Request access to personal information we maintain about you.
- Request correction of inaccurate personal information.

- Request deletion of certain personal information.
- Request a copy of certain information in a portable format.
- Withdraw consent where processing relies on consent.
- Opt out of certain targeted advertising or data-sharing activities.
- Unsubscribe from promotional communications.
- Appeal certain privacy-related decisions where applicable.
- Submit a complaint to an appropriate regulatory authority.

To submit a privacy request, contact us using the information in Section 15. We may request information needed to verify your identity and protect your account.

We will respond to valid requests within the time required by applicable law. Certain information may be retained when permitted or required for legal compliance, transaction records, security, or dispute resolution.

We will not unlawfully discriminate against users for exercising privacy rights available to them.

9. Promotional and Service Communications

We may send messages relating to account registration, security, housing inquiries, payment status, service updates, and other essential platform functions.

Where permitted by law, we may also send promotional emails about website features or housing-related services.

You may unsubscribe from promotional emails using the unsubscribe instructions provided in the message. You may not be able to opt out of essential communications necessary to operate your account or complete a transaction.

10. Third-Party Websites and Services

Our website may link to external websites or services, including property management platforms, rental application websites, payment providers, and university resources.

Live With United does not control the privacy practices of independent third parties. When you leave our website or use an external service, that provider's privacy policy and terms may apply.

We encourage you to review third-party policies before submitting personal or financial information.

11. Children's Privacy

Live With United is designed for individuals seeking or providing off-campus housing. Users must meet applicable age requirements to create accounts, make payments, and enter into rental or other agreements.

We do not knowingly collect personal information online from children under 13 in circumstances prohibited by applicable law. If we learn that we have collected such information unlawfully, we will take appropriate steps to address and delete it as required.

If our services are directed to children or we knowingly collect personal information from children in circumstances covered by applicable children's privacy laws, additional notices, consent procedures, and protections may be required.

12. Michigan Residents and Other Applicable Privacy Laws

Live With United operates in Michigan, United States, and will handle personal information in accordance with applicable federal and state laws.

Privacy rights and legal obligations may depend on the nature of our business, the information we collect, our data-sharing practices, and the locations of our users.

Where applicable law provides additional rights or requires additional disclosures, consent, or opt-out mechanisms, we will comply with those requirements.

Nothing in this policy is intended to limit privacy rights that cannot legally be waived.

13. International Visitors

If you access Live With United from outside the United States, your information may be processed in the United States or other locations where our service providers operate.

Where required by applicable law, we will implement appropriate safeguards for international transfers of personal information.

14. Changes to This Privacy Policy

We may update this Privacy Policy to reflect changes to our website, services, data practices, service providers, or legal obligations.

When we make changes, we will revise the “Last Updated” date at the beginning of this policy. Where required by law, we will provide additional notice or obtain consent before implementing material changes.

We encourage you to review this page periodically.

15. Contact Us

For questions about this Privacy Policy, our data practices, or your privacy rights, please contact Live With United.

Website: https://www.livewithunited.com

Business or Legal Entity Name: [Insert registered legal business name, if applicable]

Privacy Contact Email: [Insert monitored privacy contact email]

Business Mailing Address: [Insert business mailing address, if applicable]

Please do not include passwords, full payment card details, or other highly sensitive information in ordinary email messages.

Important: This Privacy Policy should be reviewed against Live With United's actual data collection, payment processing, cookie usage, and third-party integrations before publication. It is a general informational template and does not constitute legal advice.