

1. Introduction

Continental Property Services (“CPS,” “we,” “our,” or “us”) respects your privacy and is committed to protecting the personal information you provide to us. This Privacy Policy describes how we collect, use, disclose, and safeguard your information when you visit our website and interact with our services, including rental inquiries, applications, tenant portal access, and resident services.

CPS operates in accordance with all applicable federal and state laws, including fair housing and privacy regulations.

By using our website, you agree to the terms of this Privacy Policy.

2. Information We Collect

We may collect the following types of information:

a. Personal Information You Provide

- Full name
- Email address
- Phone number
- Mailing address
- Date of birth
- Social Security number (when submitting rental applications)
- Employment and income information
- Emergency contact information
- Payment-related information (processed through third-party providers)
- Any other information you voluntarily submit through forms, applications, or communications

b. Automatically Collected Information

When you visit our website, we may automatically collect:

- IP address
- Browser type and version

- Device information
- Pages visited and time spent on our site
- Referring website addresses

c. Information from Third Parties

We may receive information from third-party providers, including:

- Credit reporting agencies
- Background screening services
- Payment processors
- Property management platforms

3. How We Use Your Information

We use the information we collect to:

- Process rental inquiries and applications
- Conduct tenant screening, including credit and background checks
- Provide and manage access to our tenant portal and services
- Process rent payments and related transactions
- Communicate with prospective and current residents
- Manage leases and property operations
- Respond to maintenance requests and service inquiries
- Improve our website and services
- Comply with legal and regulatory obligations

We do not use personal information to make housing decisions in a discriminatory manner. All applicant and resident information is used solely for legitimate business purposes and in compliance with applicable fair housing laws.

4. Fair Housing Compliance

CPS is committed to equal housing opportunity and fully complies with the Fair Housing Act and all applicable state and local housing laws.

We do not discriminate against any applicant, resident, or prospective resident on the basis of race, color, religion, sex, national origin, familial status, disability, or any other characteristic protected by law.

Personal information collected through our website, applications, or services is used only for lawful, objective, and non-discriminatory purposes, such as evaluating financial qualifications, rental history, and lease compliance.

5. Tenant Portal and Payment Processing

We utilize third-party platforms to manage resident services, including tenant portals and rent payment processing. These may include platforms such as RealPage (also known as OneSite) and other payment processors.

These third-party providers may collect, process, and store your information in accordance with their own privacy policies. CPS does not control and is not responsible for the data practices of these third-party providers.

6. How We Share Your Information

We may share your information with:

- Employees and property management staff who need access to perform their duties
- Third-party service providers (e.g., tenant screening, payment processing, property management software providers, IT support)
- Legal or regulatory authorities when required by law
- Professional advisors (e.g., attorneys, accountants)

We do not sell your personal information.

7. Cookies and Tracking Technologies

Our website may use cookies and similar technologies to:

- Enhance user experience
- Analyze website traffic and usage
- Improve functionality

You can modify your browser settings to decline cookies; however, this may affect certain features of the website.

8. Data Security

We implement commercially reasonable administrative, technical, and physical safeguards designed to protect your personal information. However, no method of transmission over the Internet or electronic storage is completely secure, and we cannot guarantee absolute security.

9. Data Retention

We retain personal information only for as long as necessary to:

- Fulfill the purposes outlined in this Privacy Policy
 - Comply with legal, accounting, and regulatory requirements
 - Resolve disputes and enforce agreements
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10. Your Privacy Rights

Depending on your location, you may have certain rights regarding your personal information, including:

- The right to access the personal data we hold about you
- The right to request correction of inaccurate information
- The right to request deletion of your personal data, subject to legal limitations
- The right to opt out of certain data uses

To exercise your rights, please contact us using the information below.

11. Do Not Sell or Share My Personal Information

CPS does not sell your personal information to third parties.

However, certain privacy laws may define “sharing” broadly to include activities such as the use of cookies or analytics tools. To the extent that such laws apply, you may have the right to opt out of the sale or sharing of your personal information.

If you wish to exercise your rights, you may submit a request by contacting us at:

cpshr@cpsinc.org

Subject Line: “Privacy Request – Do Not Sell or Share”

We will respond to your request in accordance with applicable laws.

12. Third-Party Links

Our website may contain links to third-party websites or services, including resident portals and payment systems. We are not responsible for the privacy practices or content of those third parties.

13. Children's Privacy

Our website and services are not intended for individuals under the age of 13, and we do not knowingly collect personal information from children.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date. Your continued use of our website constitutes acceptance of those changes.

15. Contact Us

If you have any questions about this Privacy Policy or our data practices, please contact us:

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386-238-7400