

Privacy Policy

This Privacy Policy is dated April 2023. We reserve the right to amend this Privacy Policy at any time without notice, by updating this posting, in which case the date of this Privacy Policy will be revised. The current version of this Privacy Policy can be accessed at the bottom of our other website pages.

The personally identifiable information you submit to our website is used to service your account, to improve our services to you and/or to provide you with information on our products and services. The types of personal information that may be collected at our websites include: name, address, email address and telephone number. We will not sell, share or rent your personally identifiable information to others in contravention of this Privacy Policy.

We generally record certain usage information, such as the number and frequency of visitors to our websites. This information may include the websites that you access immediately before and after your visit to our websites, the Internet browser you are using and your IP address. If we use such data at all it will be on an aggregate basis, and we will not disclose to third parties any information that could be used to identify you personally.

We may use external service providers to operate our website and employ other persons to perform work on our behalf, such as sending postal mail and e-mail. These persons may have access to the personally identifiable information you submit through the website, but only for the purpose of performing their duties. These personnel may not use your personally identifiable information for any other purpose.

We do not automatically collect personally identifiable information from visitors to our website, except to the extent we are required to do so pursuant to some statute or regulation applicable to us. We will not provide any personally identifiable information to any other persons, except if we are required to make disclosures by any law, any government or private parties in connection with a lawsuit, subpoena, investigation or similar proceeding.

We do not sell our customers' e-mail addresses. It is our policy to include instructions for unsubscribing from permission-based e-mail messages we may send. We recommend that you do not send us any individual personal information via non-secure methods of correspondence, including via public electronic communication channels, such as Internet e-mail, which are generally not secure.

If our business, stock or assets are acquired or merged with another business entity, we will share all or some of your information with this entity to continue to provide our service to you. You will receive notice of such an event and the new entity will inform you of any changes to the practices in this Privacy Policy. If the new entity wishes to make additional use of your information, you may decline such use at such time.

We may share customer information with its affiliates, subject to the customers' right to prohibit such sharing.

We may disclose details about the general use of our website to third parties – for example, to demonstrate patterns of use to advertisers and other business partners. Information we pass on for this purpose will not include any personal information by which you may be identified. We endeavor to prevent unauthorized disclosures of your personal information by third parties but we are not responsible for any unauthorized disclosures or other breaches of security or for the actions of others if the information was passed to them with your authority or with the authority of anyone other than us or our group companies.

Text Messaging:

In the event that you opt-in to receive text messages from our property, you may receive messages related to your lease, maintenance requests, community events, upcoming payments, and other information related to the community in which you live.

At any point in time, if you desire to stop receiving text messages from us, simply respond with the word STOP and you will be unsubscribed from further communication. If you would like to opt-in again, this can be done from within the resident portal.

As always, message and data rates may apply for any messages sent to you from us and to us from you.

Cookies

Cookies are small text files that are stored in your computer's memory and hard drive when you visit certain web pages. They are used to enable websites to function or to provide information to the owners of a website.

Cookies help us to provide customized services and information. We use cookies to tell us, in general terms, how and when pages in our website are visited, what our users' technology preferences are – such as what type of video player they use – and whether our website are functioning properly.

In broad terms, we use cookies on our website for the following purposes:

Analytical purposes: Analytical cookies allow us to recognize measure and track visitors to our website. This helps us to improve and develop the way our website work, for example, by determining whether site visitors can find information easily, or by identifying the aspects of websites that are of the most interest to them.

Usage preferences: Some of the cookies on our website are activated when visitors to our sites make a choice about their usage of the site. Our website can then ‘remember’ the settings preferences of the user concerned. This can allow us to tailor aspects of our sites to the individual user.

Terms and conditions: We can use cookies on our website to record when a site visitor has seen a policy, such as this one, or provided consent, such as consent to the terms and conditions on our website. This helps to improve the user’s experience of the site – for example, it avoids a user from repeatedly being asked to consent to the same terms.

Session management: The software that runs our websites uses cookies for technical purposes needed by the internal workings of our servers. For instance, we use cookies to distribute requests among multiple servers, authenticate users and determine what features of the site they can access, verify the origin of requests, keep track of information about a user’s session and determine which options or pages to display in order for the site to function.

Functional purposes: Functional purpose cookies store information that is needed by our applications to process and operate. For example, where transactions or requests within an application involve multiple workflow stages, cookies are used to store the information from each stage temporarily, in order to facilitate completion of the overall transaction or request.

To make full use of our website, your computer or mobile device will need to accept cookies, as our sites will not function properly without them. In addition, cookies are required in order to provide you with personalized features on our website.

On certain parts of our website, we include content designed for display using Adobe Flash Player, such as animations, videos and tools. Local flash storage (often referred to as “Flash cookies”) can be used to help improve your experience as a user. Flash storage is retained on your device in much the same way as standard cookies, but is managed directly by your Flash software.

If you wish to disable or delete information stored locally in Flash, please see the documentation for your Flash software, located at www.adobe.com. Please note that, if you disable Flash cookies, some site functionality may not work.

When you visit our website, you may receive cookies that are set by third parties. These cookies are used for the purposes described above. We do not control the setting of these third party cookies, so we suggest you might wish to check the third party websites for more information about their use of cookies and how to manage them.

If you wish to remove cookies set by our website from your browser in the future, you may delete them. The instructions for removing cookies from your computer or mobile device depend on the operating system and web browser you use. Please note, however, that withdrawing your agreement to the use of cookies on our sites will impair the functionality of the sites.

KeyCity disclaims responsibility for the privacy policies and customer information practices of third party internet websites hyperlinked from our website or this Privacy Policy.

This website may contain information intended to work with your selected privacy preferences. While we have tried to make such information included within this website conform to this full-text Privacy Policy, this Privacy Policy is the definitive statement of privacy policies and practices for this website.