

Beacon Management Services Privacy Policy

July 30, 2024

This privacy policy has been compiled to better serve those who are concerned with how their 'Personally Identifiable Information' (PII) is being used online. PII, as described in US privacy law and information security, is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context.

Beacon Community Management Services, LLC and its affiliates and subsidiaries, (collectively, "Beacon", "we", "our", or "us") respect your privacy. This Privacy Policy discloses our practices regarding information we collect and receive from users of our desktop and mobile websites such as www.beaconmanagementservices.com (the "Sites"), other services, such as emails, mailings, and Homeowners Association property management services, provided by Beacon, and different contexts in which we present you with this Privacy Policy (collectively, the "Services"). Unless we state otherwise, any new features or functionality we provide on the Sites are also part of the Services.

What personal information does Beacon Management Services collect from the people that visit our blog, website, app or Vantaca software?

When using or registering on our site, as appropriate, you may be asked to enter your name, email address, mailing address, phone number, credit card information, or other details to help you register for your account.

When does Beacon collect information?

We collect information from you when you register on our site, place a work order, subscribe to a newsletter, respond to a survey, fill out a form, use Text Beacon, Open a Support Ticket, provide us with feedback on our products or services, or enter information on our site.

How does Beacon use information?

We may use the information we collect from you when you register, request a proposal, sign up for a newsletter, respond to a survey or marketing communication, surf the website, or use certain other site features in the following ways:

- To personalize your experience and to allow us to deliver the type of content and product offerings in which you are most interested.
- To improve our website in order to better serve you.
- To allow us to better service you in responding to your customer service requests.
- To administer a contest, promotion, survey, or other site feature.
- To quickly process your transactions.
- To ask for ratings and reviews of services or products

- To follow up after correspondence (live chat, email, or phone inquiries)

No information will be shared with third parties/affiliates for marketing/promotional purposes.

How does Beacon protect your information?

Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. In addition, all sensitive and/or credit information you supply is encrypted via Secure Socket Layer (SSL) technology.

We implement a variety of security measures when a user places an order enters, submits, or accesses their information to maintain the safety of your personal information.

All transactions are processed through a gateway provider and are not stored or processed on our servers.

Cookies

Does Beacon use "cookies"?

Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the site's or service provider's systems to recognize your browser and capture and remember certain information. They are also used to help us understand your preferences based on previous or current site activity, which enables us to provide you with improved services. We also use cookies to help us compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

Beacon uses cookies to:

- Understand and save user's preferences for future visits.
- Keep track of advertisements.
- Compile aggregate data about site traffic and site interactions in order to offer better site experiences and tools in the future. We may also use trusted third-party services that track this information on our behalf.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser settings. Since browser is a little different, look at your browser's Help Menu to learn the correct way to modify your cookies.

If you turn cookies off, then some of the features that make your site experience more efficient may not function properly.

How Long Do We Retain Your Information?

We retain your information as long as reasonably necessary for our business purposes. In determining the criteria by which to maintain or dispose of your information, we consider the type, sensitivity, context, and purpose of collecting the information.

Third-party Disclosure

We do not sell, trade, or otherwise transfer to outside parties your Personally Identifiable Information unless we provide users with advance notice. This does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or serving our users, so long as those parties agree to keep this information confidential. We may also release information when its release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property, or safety.

Third-party links

Occasionally, at our discretion, we may include or offer third-party products or services on our website. These third-party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

Google

We use automated technologies and applications, such as Google Analytics, to evaluate the usage of our sites. We may also use other analytic means to evaluate our Sites and Services. We use these tools to help us improve the Sites, performance, and user experiences. To learn how Google Analytics collects and processes data, please visit <http://www.google.com/analytics/learn/privacy.html>.

Privacy

California Online Privacy Protection Act

CalOPPA is the first state law in the nation to require commercial websites and online services to post a privacy policy. The law's reach stretches well beyond California to require any person or company in the United States (and conceivably the world) that operates websites collecting Personally Identifiable Information from California consumers to post a conspicuous privacy policy on its website stating exactly the information being collected and those individuals or companies with whom it is being shared. See more at <http://consumercal.org/california-online-privacy-protection-act-caloppa/#sthash.0FdRbT51.dpuf>.

According to CalOPPA, Beacon agrees to the following:

- Users can visit our site anonymously.
- We will add a link to it on our home page or as a minimum, on the first significant page after entering our website.

- Our Privacy Policy link includes the word 'Privacy' and can easily be found on the page specified above.
- You will be notified of any Privacy Policy changes on our Privacy Policy Page
- Can change your personal information by emailing us or by logging in to your account.

COPPA (Children Online Privacy Protection Act)

When it comes to the collection of personal information from children under the age of 13 years old, the Children's Online Privacy Protection Act (COPPA) puts parents in control. The Federal Trade Commission, United States' consumer protection agency, enforces the COPPA Rule, which spells out what operators of websites and online services must do to protect children's privacy and safety online.

We do not specifically market any information to children under the age of 13 years old.

Fair Information

Fair Information Practices

The Fair Information Practices Principles form the backbone of privacy law in the United States and the concepts they include have played a significant role in the development of data protection laws around the globe. Understanding the Fair Information Practice Principles and how they should be implemented is critical to comply with the various privacy laws that protect personal information.

In order to be in line with Fair Information Practices, Beacon will take the following responsive action, should a data breach occur:

- We will notify the users of the email within 7 business days.
- We will notify the users via in-site notification within 7 business days.

CAN-SPAM Act

The CAN-SPAM Act is a law that sets the rules for commercial email, establishes requirements for commercial messages, gives recipients the right to have emails stopped from being sent to them, and spells out tough penalties for violations.

Beacon collects your email address in order to:

- Send information, respond to inquiries, and/or other requests or questions
- Process orders and to send information and updates pertaining to orders
- Send you additional information related to your product and/or service
- Market to our mailing list or continue to send emails to our clients after the original transaction has occurred

To be in accordance with CAN-SPAM, Beacon agrees to the following:

- Not use false or misleading subjects or email addresses
- Identify the message as an advertisement in some reasonable way
- Include the physical address of our business or site headquarters
- Monitor third-party email marketing services for compliance, if one is used
- Honor opt-out and/or unsubscribe requests quickly

Updating and Correcting Your Information

You can update your information at any time by editing your user profile if you are a registered user on the Vantaca portal found on the Beacon website.