

Privacy Policy for The Howard Group Management Co., Inc.

Effective Date: 10/15/2026

Thank you for using our text number services. We value your privacy, and this policy outlines how we handle your data.

1. Information We Collect

Mobile Phone Number: While on our website, through online applications, maintenance requests, Tenant Web Access registration, or general informational request forms we may collect your phone number to send and receive text messages.

User-Provided Information: Any additional information you provide helps us improve our services and provide better support.

2. How We Use Your Information

We use your data to:

- Deliver text messages and updates related to our services.
- Improve our services and user experience.
- Respond to your inquiries and provide customer support.
- Occasionally send promotional offers, alerts, communication about community news, urgent notifications, events, and other content.

3. Message Content

Messages may include promotional offers, alerts, communication about community news, urgent notifications, events, and other content. Standard messaging rates may apply. Message frequency will vary. Operators are not liable for any delayed or undelivered messages.

4. Data Security

We take reasonable steps to protect your personal information from unauthorized access and disclosure. However, no data transmission over the internet or method of electronic storage is 100% secure, and we cannot guarantee the absolute security of your information.

No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

5. Opt-Out

You can opt out of our messages at any time by replying "STOP" to a message. Reply "HELP" for more information.

6. Contact Us

For questions or concerns about your data, please contact us at 518-452-1881 and LBAXT@HOWARDGROUP.COM.

7. CTIA Compliance

Our services comply with CTIA guidelines. To report concerns or violations, contact us using the provided information.

8. Changes to Policy

We may update this Privacy Policy from time to time to reflect changes in our data practices or legal requirements. We will notify you of any material changes to this Privacy Policy by posting the updated version on our website or through other means. Your continued use of the Service after such changes constitutes your acceptance of the revised Privacy Policy.