

## Privacy Policy

This Privacy Policy describes the privacy practices of HostShield, LLC for collecting and maintaining certain information collected about you. This Privacy Policy applies to our sites, products, and services (collectively, "Services") that link to this [Privacy Policy](#). HostShield, LLC. is the responsible entity for all Personal Information subject to this [Privacy Policy](#) for our Services targeted to US customers. HostShield is committed to protecting your privacy. If you have questions, concerns or complaints regarding our [Privacy Policy](#) or practices, please contact us as at [support@HostShield.com](mailto:support@HostShield.com).

### INFORMATION WE COLLECT

In connection with subscribing to or purchasing a service, we may collect information from you which can be used to identify you ("Personal Information"), such as your name, person address, business address, email address, phone, username and password, and various details related to your short-term rental. We also collect information when you register or open an account, sign in, pay a bill, make a purchase, call us for support, or give us feedback. We may also automatically collect certain usage information when you access our Services ("Usage Data"), such as Internet Protocol ("IP") addresses, log files, unique device identifiers, pages viewed, browser type, any links you click on to leave or interact with the Services, and other usage information collected from cookies and other tracking technologies. For example, we collect IP addresses to track and aggregate non-personal information, such as using IP addresses to monitor the regions from which users navigate to our Services. We also collect IP addresses from users when they log into their account as part of our log-in and security features. We may also, when you enable location-based Services, collect Global Positioning System (GPS) location data and/or motion data. Our Services may change over time and we may introduce new features that may collect new or different types of information.

### COMMUNICATIONS

HostShield, LLC may monitor and record phone conversations or email communications between you and HostShield, LLC' employees for training and quality assurance purposes. We may receive a confirmation when you open or click on content in an email from us, which helps us make our communications to you more useful and interesting. If you do not wish to

receive email from HostShield, LLC, you may unsubscribe from our mailing list by using the "Unsubscribe" link on any of the emails we send. **By contacting HostShield, LLC by any means or providing your phone number or email to HostShield, LLC, you consent for all communications between you and HostShield, LLC to be monitored and/or recorded.**

## HOW YOUR INFORMATION WILL BE USED

We may use information you provide, including your Personal Information, for the following purposes:

**Account Registration.** We may use your name, address, phone number, and email address to register your HostShield, LLC Account for certain Services we provide and to communicate important information to you. We will use all of the details pertaining to your rental propertie(s) and/or any management company or other entity affiliated with your rental properties. This information includes but is not limited to: address, square footage, property features, property description, property photos etc. We may obtain additional Personal Information about you, such as address change information, from commercially available sources, to keep our records current. If you set up an administrator account that may be accessed by people other than you, please note that they may see and have the ability to change or delete your Personal Information.

*Communicate with You and Tell You About Other Services.* We may use your information to communicate with you about our Services and to give you offers for third party products and services that we think may be of use to you.

*To Improve Services and Develop New Services.* We will use your information to personalize or customize your experience and the Services, develop new features or services, and to improve the overall quality of HostShield, LLC' Services.

*To Provide Our Services and Operate Our Business.* We may use your information to operate our business, including providing Services you requested, provide you with support related to our Services, and to help us protect our Services, including to combat fraud and protect your information.

*Customer Service and Technical Support.* We may use your name, address, phone number, email address, how you interact with our Services, and information about your computer configuration to resolve questions you may have about our Services and to follow up with you about your

experience. We also offer various Internet chat services, for example, to speak with an HostShield, LLC support representative. During Internet Chat transmissions you should not supply more Personal Information, including financial data, than is required to address your specific issue. A transcript of the session may be retained to resolve questions or issues related to our Services.

Feedback. We may use any information you volunteer in surveys you answer for us and combine them with answers from other customers to better understand our Services and how we may improve them. Answering any survey is optional.

Research, Including Publishing or Sharing Combined Information from Many Users. We may prepare and share information about our customers with third parties, such as advertisers or partners, for research, academic, marketing and/or promotional purposes.

## HOSTSHIELD, LLC ACCOUNT SIGN-ON

We will collect certain information for security purposes in order to verify your authorized access to an account or to reset your password if you cannot access your HostShield, LLC account. Some Services may require added security and you may be asked to provide additional information. The email address and password that you use to sign up for an HostShield, LLC account are your "credentials" that you will use to authenticate with our network. Sharing of accounts between users or individuals is not allowed without HostShield, LLC prior written permission, which may be withheld in our sole discretion.

## SHARED INFORMATION

Third Party Service Providers. We may share your information, including Personal Information and Usage Data, with third party service providers who perform various functions to enable us to provide our Services and help us operate our business, such as website design, sending email communications, fraud detection and prevention, customer care, or performing analytics. Our contracts with these third parties require them to maintain the confidentiality of the Personal Information we provide to them, only act on our behalf and under our instructions, and not use Personal Information for purposes other than the product or service they're providing to us or on our behalf.

Response to Subpoenas and Other Legal Requests. We may share your information with courts, law enforcement agencies, or other government bodies when we have a good faith belief we're required or permitted to do

so by law, including to meet national security or law enforcement requirements, to protect our company, or to respond to a court order, subpoena, search warrant, or other law enforcement request.

*Protection of HostShield, LLC and Others.* We may share account information, Personal Information and Usage Data when we believe it is appropriate to enforce or apply our [Terms of Use](#) and other agreements; or protect the rights, property, or safety of HostShield, LLC, our Services, our users, or others. This includes exchanging information with other companies and organizations for fraud protection and credit risk reduction.

*Reporting to Credit Bureaus.* We may share your information with credit bureaus, consumer reporting agencies, and card associations. Late payments, missed payments, or other defaults on your account may be reflected in your credit report and consumer report. We may also share your information with other companies, lawyers, credit bureaus, agents, government agencies, and card associations in connection with issues related to fraud, credit, or debt collection.

*Information Sharing Between HostShield, LLC Entities.* We share your information, including your Personal Information, with and among our affiliates and subsidiaries, except where prohibited by law. The protections provided in this [Privacy Policy](#) apply across all HostShield, LLC entities. Affiliates and subsidiaries means companies related by common ownership or control. The reasons why we share your information include for our everyday business purposes, such as to: process your transactions, maintain your accounts, operate our business, facilitate signing into your account, etc. We will also share your information in order for us to be able to offer our Services to you. We may also share information about your creditworthiness, your transactions and experience so that we can operate our business effectively, detect and prevent fraud, and improve our Services.

*Sale of Our Business.* If we sell, merge, or transfer any part of our business, we may be required to share your information. If so, you will be asked if you'd like to stop receiving promotional information following any change of control.

*Third Parties for their own Marketing Purposes.* HostShield, LLC may share your information with certain third parties for their own marketing purposes, including: (1) attorneys and law firms, (2) providers of third-party limited scope services or agreements, and (3) other businesses that offer relevant products or services. If you do not want your information shared with Third Parties for the purpose of those parties marketing their own products or services to you, please contact us at [Support@shieldmyrental.com](mailto:Support@shieldmyrental.com)

With your Consent. Other than as set out above, we will provide you with notice and the opportunity to choose when your Personal Information may be shared with other third parties.

## OUR PLATFORM

As you navigate the HostShield, LLC website (whether or not you register as a user), personal information may be collected automatically through the use of commonly used information gathering tools such as cookies (imbedded code that recognizes your browser), web beacons (clear electronic images that can recognize certain types of information) and other existing or future tracking technology. Additionally, we collect other information from your Web browser, such as browser type, your internet protocol address and actions you have taken on our website (i.e., pages viewed and clicked links).

Cookies are small text files that a website can write to your computer. We may use cookies to identify you and facilitate subsequent access to the website. Flash cookies are local stored objects on your computer that collect and store information about your preferences and navigation to, from and on the Site.

Web beacons are small electronic files that permit HostShield, LLC to collect website statistics such as how many users visited the website. Such information is used to determine the popularity of certain website content and verify system and server integrity.

Internet Protocol Addresses are collected by HostShield, LLC to track and aggregate non-personal information. These addresses are collected when you log in.

Where we use cookies on our website, you can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. If you disable or refuse cookies, please note that some parts of this site may then be inaccessible or not function properly.

By continuing to use our website, you are agreeing to our use of cookies.

## LEGAL BASIS

We consider that the legal basis for using your personal information as set out in this privacy policy are as follows:

- o Our use of your personal information is necessary for our legitimate interests or the legitimate interests of others (for example, to ensure the security of our website). Our legitimate interests are to:
  - o Provide communications to our customers regarding product features, enhancements and offers;
  - o Provide product or service status and outage information;
  - o Provide training and tips; and
  - o Provide records of communication between HostShield, LLC and our Customers to ensure customer satisfaction.
- o Our use of your personal information is necessary to perform our obligations under any agreement with you (for example, to fulfill any order which you place with us, to comply with the [Terms of Use](#) of our website which you accept by browsing our website and/or to comply with our contract to provide products or services to you); or
- o Our use of your personal information is necessary for complying with our legal obligations (for example, providing information to government tax authorities).

Other use may be subject to your consent (which can be withdrawn at any time after giving it, as described below). Where this is the case, that need for consent will be identified in this [Privacy Policy](#).

## MANAGING MARKETING COMMUNICATION FROM US

We will honor your choices when it comes to receiving marketing communications from us.

You have the following choices if you have been receiving marketing communications from us that you no longer wish to receive:

- o Click the "unsubscribe" link in the email or newsletter you received.
- o For SMS messages, reply "STOP" or follow the instructions in the message or settings to discontinue the Service.
- o Subject to your control, our mobile applications may send push notifications to your mobile device. If you are receiving push notifications and no longer wish to receive these types of communications, you may turn them off at the device level.

- o Remember that even if you choose not to receive marketing communications from us, we will continue to send you mandatory service or transactional communications.

**Updating Your Personal Information.** In connection with your right to manage your Personal Information you provide to us, you may access, update, change, correct or request deletion of your information either through your account page or by contacting customer support. You can reach our customer support at [support@shieldmyrental.com](mailto:support@shieldmyrental.com)

**Do Not Track.** Like many other companies, our Services are not currently configured to respond to browsers' "Do Not Track" signals because at this time no formal "Do Not Track" standard has been adopted.

## DATA RETENTION AND YOUR RIGHTS

In accordance with and as permitted by applicable law and regulations, we will retain your information as long as necessary to serve you, to maintain your account for as long as your account is active, or as otherwise needed to operate our business. When you close your account, we may continue to communicate with you about our Services, give you important business updates that may affect you, and let you know about products and services that may interest you, unless you have opted out of receiving marketing communications. We may also continue to use some of your information for business purposes and to improve our offerings or in some cases to develop new ones. We will retain and use your information as required by applicable regulations and HostShield, LLC records and information management policies to comply with our legal and reporting obligations, resolve disputes, enforce our agreements, complete any outstanding transactions and for the detection and prevention of fraud. If you have created an online account with us and would like to update the Personal Information you have provided to us, you can access your account to view and make changes or corrections to your Personal Information.

## SECURITY AND YOUR INFORMATION

We provide reasonable and appropriate security measures in connection with securing Personal Information we collect.

For example, we:

- o Constantly work to update our security practices to implement accepted best methods to protect your Personal Information and review our security procedures carefully.
- o Comply with applicable laws and security standards.

- o Securely transmit your sensitive Personal Information.
- o Train our staff and require them to safeguard your data.
- o Encrypt all payment card information.

No data transmission is guaranteed to be 100% secure and we therefore cannot guarantee the security of information you transmit to or from the site, applications, or through the use of our Services, and you provide this information at your own risk. ACCORDINGLY, WE DISCLAIM LIABILITY FOR THE THEFT, LOSS, OR INTERCEPTION OF, OR UNAUTHORIZED ACCESS OR DAMAGE TO, YOUR DATA OR COMMUNICATIONS BY USING THE SITE, APPLICATIONS, AND OUR PRODUCTS OR SERVICES. YOU ACKNOWLEDGE THAT YOU UNDERSTAND AND ASSUME THESE RISKS.

IF YOU BELIEVE YOUR PRIVACY HAS BEEN BREACHED THROUGH USE OF OUR WEBSITE, APPLICATIONS, OR OTHER SERVICES PLEASE CONTACT US IMMEDIATELY [support@shieldmyrental.com](mailto:support@shieldmyrental.com).

## INTERNATIONAL

In accordance with and as permitted by applicable law and regulations, we reserve the right to transfer your information, process and store it outside your country of residence to wherever we or our third-party service providers operate.

## CHANGES TO OUR PRIVACY POLICY

From time to time we may change or update our [Privacy Policy](#). We reserve the right to make changes or updates at any time. If we make material changes to the way we process your Personal Information, we will provide you notice via our Site or by other communication channels, such as by email or community post. Please review any changes carefully. If you object to any of the changes and no longer wish to use our Services, you may close your account(s). All changes are effective immediately upon posting and your use of the Services after a notice of material change or posting of an updated [Privacy Policy](#) shall constitute your consent to all changes.

## COLLECTION AND USE OF CHILDRENS' PERSONAL INFORMATION

We do not knowingly collect information from minors. HostShield, LLC Services are intended for and directed to adults. Our Services are not directed to minors and we do not knowingly collect Personal Information from minors.



## YOURS RIGHT RELATING TO YOUR PERSONAL INFORMATION

You have certain rights in relation to your personal information. If you would like further information in relation to these or would like to exercise any of them, please contact us at [support@shieldmyrental.com](mailto:support@shieldmyrental.com) . You have the right to request that we:

- o provide access to any personal information we hold about you;
- o update any of your personal information which is out of date or incorrect;
- o delete any personal information which we are holding about you;
- o restrict the way that we process your personal information;
- o prevent the processing of your personal information for direct-marketing purposes;
- o provide, or not provide, your personal information to a third-party provider of services;
- o provide you with a copy of any personal information which we hold about you;  
or
- o consider any valid objections which you have to our use of your personal information.

We will consider all such requests and provide our response within a reasonable period (and in any event any time period required by applicable law). Please note, however, that certain personal information may be exempt from such requests in certain circumstances.

## HOW TO CONTACT US

If you have questions or comments about this Privacy Policy, please contact us. We want your feedback and comments. If you have questions regarding our [Privacy Policy](#) or practices, please contact us by email at [support@shieldmyrental.com](mailto:support@shieldmyrental.com)