

## Online Privacy Policy

HOA ProSys LLC (dba FULLfocus Software) respects the privacy and security of personally identifiable information that we collect through the use of FULLfocus Manager and our web portal (collectively, the "Services"). The following describes our privacy policy and practices with respect to that information.

By your registration to use or use our Services, you consent to the collection and use of your personally identifiable information and other information by us in the manner set forth in this Online Privacy Policy. We may change this policy from time to time, and we will post those changes on this page, your continued use following the posting of any amendment will constitute your acceptance to that amendment. Please check back periodically.

If you have any questions concerning our Online Privacy Policy, please contact us at

Customer Support:

HOA ProSys LLC

4010 Foothills Blvd #103 PMB 230

Roseville, CA 95747

(510) 824-3595

[erico@full-focus.com](mailto:erico@full-focus.com)

***Personally identifiable information is*** information that can be used to identify you as a unique individual, such as your name; home, email or other address; and telephone numbers. We do not collect credit card and similar personal banking information.

We do collect personally identifiable information about you in a number of different ways through our Services.

1. Your association or its management company shares identifiable information about you with us which permits us to verify your identity as a person who is entitled to register to use and to continue the online Services we provide to you your association and your association's management company. When you register to use the web portal, we will ask for certain personally identifiable information to confirm your identity as a person

authorized to use the Services. This information is required to be complete and accurate at the time it is given, and to be updated so that it is at all times accurate and complete, as a condition of your continued ability to use the Services.

2. Once you have registered to use the Services, whenever you sign in to use the Services your personal identity is known to us.

We do not share personally identifiable information with third party companies in accordance with our Licensee Services Agreement.

***We use your personally identifiable information*** that we collect is contained in an online database administered by your association or management company in connection with provision of our Services. Your personally identifiable contact information should be accessible by you online if you wish to correct any inaccuracies, as long as you are an authorized User of the Services. Obviously, certain personally identifiable information, such as the address of the "unit" that you own, cannot be changed without verification by your association or its management company. We are not responsible for information contained in such online databases.

We do not share this information with affiliates, vendors, or third parties that may provide a portion of the Services. We may share anonymous information, or information that is "aggregated," to better understand the users of our Services and enhance or improve our Services, but we will do so only in a manner that does not personally identify you. We may use your personally identifiable information to send you messages only when acting in support of our Services.

We may share your personally identifiable information in connection with a substantial business transaction, such as the sale of HOA ProSys LLC, a merger, consolidation, asset sale, or in the unlikely event of bankruptcy.

We may disclose personally identifiable information to any third party if required to do so by law or regulation, or if we believe in good faith that such disclosure is necessary to:

- (a) comply with a judicial proceeding, court order, or other legal process;
- (b) enforce the Terms of Service;

(c) respond to claims that any content of any portion of the Services violated the rights of third parties; or

(d) protect the rights, property, or personal safety of us, other Users or the public.

We will not share your personally identifiable information through our Services in a way that is not provided in this Online Privacy Policy or Service Agreement with your management company.

***We respect the security of your personal information.*** Access to the Services, including to databases containing personally identifiable information, is password protected. With the exception of passwords any personal information that you have posted in any portion of the Services will be accessible only by the association or association's management company as authorized Users of the Services. It is the responsibility of each User to protect the User's password. Do not divulge it to anyone. Log off your computer or close your browser window to ensure that others cannot access your password.

We use industry-standard software, hardware and other measures, to protect the confidentiality, security and quality of information we collect, and to protect it from unauthorized access or disclosure or accidental loss, alteration or destruction. Due to the nature of the Internet and computer security, we cannot warrant or guarantee that security will never be breached.

Web browser cookie's are employed which is a small data file that a web server sends to your web browser (your computer's hard drive) so it can be later read by the web server. We use cookies to help us identify you so that you are able to use Services that are restricted to authorized users. *We do not* use cookies for purposes such as tracking web site or Services use, length and nature of use, number of members, traffic patterns and other business purposes.

By modifying your browser preferences, you have the choice to accept all cookies, to be notified when a cookie is set or to reject all cookies. However, if you choose to reject all cookies or if you enable other software that prevents cookies from operating, you will be unable to use the Services.

When users log into a web site our web servers automatically record certain information and retain it in the web servers' logs. This information may include your login information, date and time of the visit and similar information that is not normally considered "personally identifiable information." We do not share this information with third party companies.

***This Online Privacy Policy*** is governed by the internal substantive laws of the State of California, without regard to its conflict of laws principals. Jurisdiction for any disputes, controversies, and claims arising under, in connection with, or out of this Policy shall lie exclusively with the state and federal courts located in Roseville, California. If any provision of this Online Privacy Policy is found to be invalid by a court of competent jurisdiction, the invalidity of such provision shall not affect the validity of the remaining provisions of this Online Privacy Policy, which shall remain in full force and effect. UNDER NO CIRCUMSTANCES SHALL HOA ProSys LLC HAVE ANY LIABILITY WHATSOEVER FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, OR SPECIAL DAMAGES ARISING OUT OF THIS ONLINE PRIVACY POLICY, HOWEVER OCCASIONED.