

Privacy Policy

Leland Management takes the privacy and security of your data seriously. We are committed to providing an environment that is safe, secure, and available to all our customers.

This Privacy Policy covers the treatment of any information or set of information that identifies or that is used by or on behalf of Leland Management to identify an individual, which may, in certain contexts, include information such as an identifiable individual's first and last name; home address, billing address, or other physical address; email address (so we may contact you); a telephone number; or Internet Protocol ("IP") address (collectively "Personal Information") we gather through the Services. You can navigate much of the website without giving us any Personal Information about yourself. However, we may track the technical information provided to us by your browsing the Site to improve the navigation, content and design of our Site.

This Privacy Policy does not apply to the privacy practices of third parties that we do not own or control, including but not limited to any third-party websites, services, applications, online resources to which this Site may link, frame or otherwise reference (collectively "Third Party Services") that you may access through the Services. We take no responsibility for the content or privacy practices of those Third-Party Services. We encourage you to carefully review the privacy policies of any Third-Party Services you access.

Type of Information Collected

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, address, telephone, email, and password) and personal profile.

Financial Information

We use third party payment processing companies ("Payment Processors") who collect and store financial information, such as your payment method (valid credit card number, type, expiration date or other financial information), and their use and storage of that information is governed by the Payment Processors' applicable terms of service and privacy policy. Collected billing information is used for the purposes of processing billing payments and fraud detection.

All direct payments are handled through the following gateways: Western Alliance Bank, BBT Bank, Pay Lease, and Authorize.net. The gateways used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of

brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers

How Information is Collected

When you conduct a transaction on our website, or as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated below only.

Why Information is Collected

We collect such Non-personal and Personal Information for the following purposes:

1. To provide and operate the Services requested through the site;
2. To provide our Users with ongoing customer assistance and technical support;
3. To be able to contact our Users with general or personalized service-related notices.
4. To create aggregated statistical data and other aggregated and/or inferred Non-Personal Information, which we or our business partners may use to provide and improve our respective services;
5. To comply with any applicable laws and regulations.

Children's Privacy

Protecting the privacy of children is especially important. For that reason, we do not collect or maintain information at our Site from those we know are under 13 years of age, and our Site is a general audience site not intended for users under the age of 13.

Information You Elect to Share

You may access other Third-Party Services by clicking on links to those Third-Party Services from within the Site. We are not responsible for the privacy policies and/or practices of these Third-Party Services, and you are responsible for reading and understanding those Third-Party Services' privacy policies. This Privacy Policy only governs your Personal Information and other information collected on the Services.

How is Information Stored

Our company website is hosted through a cloud provider, Digital Ocean. Your data may be stored through Digital Ocean's data storage, and databases. Browser storage (cookies and caching) may be used to facilitate your website experience.

Leland Management also uses Google Analytics, an analytics service provided by Google, Inc. ("Google"). Google Analytics uses cookies to collect non-identifying information, which may be transmitted to and stored by Google on servers in the United States. Google provides some additional privacy options described at www.google.com/policies/privacy/partners/ regarding Google Analytics cookies.

How do you Communicate with your Visitors?

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, and postal mail.

How can you withdraw your consent for collection of data?

If you are a registered user, you can access and correct your information that is associated with your Account by logging into the resident web portal. Registered and unregistered users can access and delete cookies through their web browser settings.

If you would like to request that Leland does not process your data anymore, please contact us at websitehelp@lelandmanagement.com or send us mail to: 6972 Lake Gloria Blvd., Orlando, FL 32809. *Note: If you are a homeowner, currently living in a community managed by Leland Management, certain personal data must be maintained in accordance with local law.*

Privacy Policy Updates

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

Questions

If you would like to: access, correct, amend or delete any personal information (beyond what Leland Management is required to keep per local law), you are invited to contact us at websitehelp@lelandmanagement.com or send us mail to: Leland Management, 6972 Lake Gloria Blvd., Orlando, Florida 32809 Attn: Website Team