

PRODUCT SPECIFICATIONS FOR BUSINESS INTELLIGENCE

UPDATED: March 5, 2020

These Product Specifications describe the current functionality and certain dependencies of the above-referenced product center (the “Product Center”). Access to and use of the Product Center is governed by an underlying agreement and, as applicable, addendum (collectively, the “Agreement”) with RealPage, Inc. and, as applicable, its affiliates (collectively referred to herein as the “Provider” “we” or “us”). Capitalized terms used in these Product Specifications have the meanings provided in the Agreement unless otherwise defined herein.

Subject to the terms of the Agreement, these Product Specifications may be modified at any time. If we modify these Product Specifications, we will post the updated version at <http://www.specifications.controls.realpage.com> and update the “Updated” date above. We recommend that you review these Product Specifications periodically for any changes. Your continued access to or use of the Product Center will constitute your acceptance of the updated Product Specifications.

1. AUTHORIZED USERS AND PASSWORD

Provider will provide the licensee under the Agreement (“Licensee”) with a user name and password permitting Authorized Users to access the Product Center. Licensee is responsible for the protection and dissemination of such user name and password and for any activities or actions occurring under Licensee’s account or log-in credentials—including, without limitation, for any losses or damages resulting from the loss, theft or misuse of or failure to protect any such user name or password. Licensee will permit only Authorized Users to access the Product Center, will ensure that all Authorized Users comply with the terms and conditions set forth in the Agreement and herein, and will not permit any person that ceases to be an Authorized User to continue to use a user name or password.

2. OVERVIEW OF BUSINESS INTELLIGENCE

BUSINESS INTELLIGENCE provides functionality that enables Licensee to obtain portfolio-wide information about asset performance through a set of customizable reports and dashboards that source and use data from multiple other RealPage products. Business Intelligence Products are designed to provide Licensee with opportunities to reduce costs, enhance efficiencies, and increase profitability.

The Business Intelligence Product suite consists of the following four Products:

- Business Intelligence Reporting
- Business Intelligence Designer
- Business Intelligence Direct
- Business Intelligence Exchange

Note: The BUSINESS INTELLIGENCE Product Center was not designed to store electronic protected health information, as defined by Section 160.103 of the HIPAA Regulations, 45 CFR Parts 160, under the Health Information Portability and Accountability Act Omnibus Final Rule released on January 17, 2013. Users should not use any feature of the BUSINESS INTELLIGENCE Product Center to upload or to store any electronic protected health information.

3. DETAILED SPECIFICATIONS FOR BUSINESS INTELLIGENCE

This section outlines the major capabilities of BUSINESS INTELLIGENCE:

- 3.1. Business Intelligence Reporting. Business Intelligence Reporting is a predefined set of core reports and dashboards that provide Licensee with information about how its portfolio is performing in various specific business functions.
 - a. Licensee can authorize or restrict access to reports and dashboards to any Authorized User, including a property manager, fee manager, or investor.
 - b. A user interface allows Licensee to locate reports by category and run the report at any time, selecting specific report parameters (such as date range).
 - c. Portfolio-wide reports incorporate source data from multiple RealPage products.
- 3.2. Business Intelligence Designer. Business Intelligence Designer is a report-writing tool that allows Licensee to create its own reports by copying and modifying an existing report or by creating a wholly new report.
 - a. Business Intelligence Reporting functionality is included.
 - b. A catalog of predefined business metrics that can be added to reports or dashboards is provided.
 - c. Data is normalized into business models to improve reporting quality.
 - d. A user interface allows Licensee to add business metric data to a report or dashboard and to format the display of the report or dashboard.
 - e. Licensee can combine Business Intelligence data and selected types of external data into custom reports.
 - f. Licensee can set up exception alerts that display in the reports or dashboards when specific conditions occur.
 - g. Data can be presented in tables or charts that can be viewed in multiple ways, including by geographical and organizational hierarchies, Site, floor plan, Unit, year, month, or day.
 - h. Data views are provided that enable efficient analysis and drill-down functionality to detailed data with “drag and drop” simplicity.
 - i. Licensee can make its own custom operating reports available to other Authorized Users within Business Intelligence Reporting.
- 3.3. Business Intelligence Direct. Business Intelligence Direct enables Licensee to extract data from the database repository for the Business Intelligence Products (known as the RealAnalytics database) for inclusion in the Licensee’s own data warehouse. This Product is designed for a Licensee who wants to access its RealAnalytics database using an SQL tool instead of or in addition to using Business Intelligence Reporting or Business Intelligence Designer.
 - a. Business Intelligence Reporting functionality is included.
 - b. Uses a standard Open Database Connectivity (ODBC) connection.
 - c. Provides access to the normalized Business Intelligence data model.
- 3.4. Business Intelligence Exchange. Business Intelligence Exchange enables Licensee to download its RealAnalytics database and integrate that data into Licensee’s existing data warehouse.
 - a. Business Intelligence Reporting functionality is included.
 - b. The RealAnalytics database houses a consolidated daily snapshot of data for all Sites within a defined portfolio.
 - c. Each night, the data within the RealAnalytics database is refreshed and a backup of the RealAnalytics database is placed on a File Transfer Protocol (FTP) location.
 - d. Licensee can download the database backup from the FTP location as needed.
- 3.5. Additional Terms.

- a. The Business Intelligence database is updated each night with current data from OneSite® Leasing & Rents.
- b. Business Intelligence Reporting and Business Intelligence Designer are built on the following IBM® platforms:
 - (i) IBM Cognos® Report Studio version 10.2
 - (ii) IBM Cognos Business Insight version 10.2
 - (iii) IBM Cognos Business Insight Advanced version 10.2
 - (iv) IBM Cognos Connection version 10.2

4. DEPENDENCIES AND USES

4.1. System Requirements. The personal computers used to access any Business Intelligence Products must meet the following minimum system requirements:

- a. Internet Connection Speed: 56 kbps or faster
- b. Supported browsers:
 - (i) Microsoft® Internet Explorer® browser version 8.0 or higher
 - (ii) Mozilla® Firefox® browser version 14.0.1 or higher
 - (iii) Google® Chrome™ browser version 21.0.1 or higher

4.2. Operational Requirements.

- a. Use of Business Intelligence Direct requires Licensee to separately obtain and utilize an ODBC-enabled client tool (for example: Microsoft® Excel®, Access® or SQL Server®, or SAP® Crystal Reports®).
- b. Use of Business Intelligence Exchange requires that Licensee separately obtain and utilize LiteSpeed®, a tool used to extract and uncompress downloaded backup files.
- c. Login credentials provided by RealPage, which provide Licensee with access to the FTP location where the RealAnalytics database backup is located.

4.3. Access to Publicly Available Data. Licensee grants Provider the authority to gather, access, and use publicly available data or data obtained by Provider through alternate channels, whether electronically, telephonically, or through other data gathering techniques, to verify Licensee Data or for other quality assurance purposes. Use by Provider of such separately gathered data will not be limited to the Permitted Purposes specified in the Agreement or in any terms and conditions incorporated into the Agreement.

5. RIGHT TO UPDATE

5.1. Provider may change or discontinue any aspects of the Products from time to time in its sole discretion. Such actions may include, without limitation, changes to the user interface, database schema, or any of the available functionality of the Products. Such actions may cause certain custom reports created by or for Licensee, including Provider-created custom reports, to no longer operate as intended, or at all. Development of new or revised custom reports that operate as intended in connection with the modified Products may require Licensee to pay additional Fees to Provider. Notwithstanding anything in the Agreement or the foregoing to the contrary, Provider shall not change or discontinue the Products or any of the functionality of the Products in a manner that would modify or remove material functionality of the Products without at least 30 days prior written notice to Licensee, unless prior notice is not reasonably practicable in order to permit Provider to address emergency contingencies or to comply with any laws or third-party licensing requirement.

6. CALIFORNIA CONSUMER PRIVACY ACT OF 2018 (“CCPA”) DATA PROCESSING STATEMENT

This CCPA Data Processing Statement applies to “Personal Information” of a “Consumer” as those terms are defined under the CCPA (referred to hereafter as “Personal Data”) that RealPage processes

in the course of providing services under the Product Center (“Services”) governed by the Agreement to Customer.

RealPage understands the terms in this CCPA Data Processing Statement and agrees to comply with them. The terms of this CCPA Data Processing Statement will prevail in connection with the purpose and scope of this CCPA Data Processing Statement over any conflicting terms in the Agreement.

- 6.1. Customer’s Role. The Customer is a for profit entity that determines the purpose and means of processing Personal Data. Customer will provide Personal Data to RealPage solely for the purpose of RealPage performing the Services.
- 6.2. RealPage’s Role. RealPage shall provide the Services and process any Personal Data in accordance with the Agreement. RealPage may not retain, use, or disclose Personal Data for any other purpose other than for providing the Services and in performance of the Agreement.
- 6.3. Data Processing, Transfers, and Sales. RealPage will process Personal Data only as necessary to perform the Services, and will not, under any circumstances, collect, use, retain, access, share, transfer, or otherwise process Personal Data for any purpose not related to providing such Services. RealPage will refrain from taking any action that would cause any transfers of Personal Data to or from RealPage to qualify as “selling personal information” as that term is defined under the CCPA.
- 6.4. Sub-Service Providers. Notwithstanding the restrictions in Section 2.3, Customer agrees that RealPage may engage other Service Providers (as defined under the CCPA), to assist in providing the Services to Customer (“Sub-Service Providers”). RealPage carries out appropriate due diligence on each Sub-Service Provider and the arrangement between RealPage and each Sub-Service Provider is governed by a written contract which includes terms substantially equivalent to those set out in this CCPA Data Processing Statement.
- 6.5. Security. RealPage will use commercially reasonable security procedures that are reasonably designed to maintain an industry-standard level of security, prevent unauthorized access to and/or disclosure of Personal Data.
- 6.6. Retention. RealPage will retain Personal Data in accordance with Customer instructions, the terms of the Agreement, or any applicable law(s), whichever requirement is controlling under the circumstances. At the termination of this CCPA Data Processing Statement, or upon Customer’s written request, RealPage will either destroy or return Personal Data to the Customer, unless legal obligations require storage of the Personal Data.
- 6.7. Assistance with Consumers’ Rights Requests. If RealPage, directly or indirectly, receives a request submitted by a Consumer to exercise a right it has under the CCPA in relation to that Consumer’s Personal Data, it will provide a copy of the request to the Customer. The Customer will be responsible for handling and communicating with Consumers in relation to such requests.
- 6.8. Enforceability. Any provision of this CCPA Data Processing Statement that is prohibited or unenforceable shall be ineffective to the extent of such prohibition or unenforceability without invalidating the remaining provisions hereof. The parties will attempt to agree upon a valid and enforceable provision that is a reasonable substitute and shall then incorporate such substitute provision into this CCPA Data Processing Statement.