

## PRODUCT SPECIFICATIONS FOR COMMUNITY WEBSITES WITH MOBILE

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 COMMUNITY WEBSITES WITH MOBILE

COMMUNITY WEBSITES WITH MOBILE (formerly known as LeaseStar Community Websites and LeaseStar Community Websites with Mobile) offers Sites and Site Owners an online presence to convert prospective renters into leads and leases, with the ability to compete for search engine traffic in highly competitive markets. COMMUNITY WEBSITES WITH MOBILE features a range of templates and design concepts specifically designed to increase conversion rates and support rapid website deployment. The websites are compatible with RealPage® Products, including online leasing and resident services, as well as with many third-party services.

COMMUNITY WEBSITES WITH MOBILE features a variety of design themes from the Community Website Theme Gallery and is designed to work with a number of optional RealPage Marketing Suite offerings (available separately), including Corporate Websites, Search Portals, Custom Website Designs, and GoDirect Marketing Services. These optional offerings provide the ability to support Site Owner requirements from stable, high-occupancy Sites, which need basic marketing to lease-ups, or low occupancy Sites in highly competitive markets. Go to <https://www.realpage.com/apartment-marketing/website-design/website-templates/> to see theme (template) examples and descriptions of the optional offerings.

COMMUNITY WEBSITES WITH MOBILE is designed and created by Provider to each contain placeholders for Site Owner to insert a public-facing privacy policy and terms of service/use. Provider will not supply any content under these placeholders. It is Site Owner’s sole responsibility, and Site Owner agrees to provide all necessary content in the form of a privacy policy and terms of service/use for Site Owner’s Community Website term.

Included is a Basic subscription to PropertyPhotos, the RealPage digital asset management tool with features including automated keyword tagging, Digital HealthCheck™, content hosting, and asset storage.

Note: The COMMUNITY WEBSITES WITH MOBILE 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 COMMUNITY WEBSITES WITH MOBILE Product Center to upload or to store any electronic protected health information.

### 3. DETAILED SPECIFICATIONS FOR COMMUNITY WEBSITES WITH MOBILE

This section outlines the major capabilities of COMMUNITY WEBSITES WITH MOBILE:

#### 3.1. Permits Site to have an online presence.

- a. Allows prospective renters to find each Site.
- b. Conversion-optimized design provides prominent links and phone numbers.
- c. Allows prospective renters to view Site listing information including photos, Site descriptions, amenities, pet policy, parking policy, and office hours.
- d. Allows prospective renters to see Site location on interactive maps and neighborhood information, and to get directions to the Site.
- e. Allows prospective renters to download and print a Site-level brochure.

#### 3.2. Permits prospective renters to search for and view Site floor plans (2D and 3D floor plans are purchased separately).

- a. Allows prospective renters to view floor plans and pricing offered by each Site.
- b. Allows prospective renters to view floor plan information including floor plan photos, 2D and 3D floor plan diagrams, deposit information, and floor plan amenities.

#### 3.3. Basic subscription to PropertyPhotos, the RealPage digital asset management tool with features including automated keyword tagging, Digital HealthCheck™, content hosting, and asset storage.

PropertyPhotos Basic Subscription:

- a. Provides a Basic License to access PropertyPhotos.com
- b. Includes up to 10GB of storage for photos, floorplans, videos, maps, and other digital content not purchased through PropertyPhotos.com. Content purchased through PropertyPhotos.com is stored at no additional fee and does not count towards storage usage.
- c. Includes (1) Digital HealthCheck™ for the site.
- d. Includes a one-time site visit by a professional field photographer to capture digital photography stills, 360 images and Matterport™ 3D tours for up to (3) furnished units. Digital assets captured can be purchased for a separate fee. User to coordinate with PropertyPhotos and schedule the date/time to capture interiors and exteriors of the site.

#### 3.4. Allows prospective renters to access printable brochure of specific floor plans.

#### 3.5. Allows prospective renters to view floor plans and to click to view Unit availability.

#### 3.6. Permits prospective renters to search for Unit availability.

- a. Allows prospective renters to search for Unit availability (requires LeaseStar Pricing and Availability integration or OneSite® Leasing & Rents).
- b. Allows prospective renters to obtain Unit pricing (with use of compatible product such as OneSite®, YieldStar®, or LRO™) or feed-based Unit pricing (with use of compatible product such as Yardi®, MRI®, or AMSI™).
- c. Allows prospective renters to submit guest cards at the Site, floor plan, or Unit level (requires Unit-level data integration).

- d. Allows prospective renters to complete the leasing process online when purchased in conjunction with RealPage Online Leasing.
  - e. Allows prospective renters to search for units by property, building, and floor level (requires LeaseStar Interactive Site Map).
- 3.7. Permits current residents to access Resident Services.
- a. Provides current residents access to Resident Portal login page (requires OneSite Resident Portal or LeaseStar Resident page option).
- 3.8. Permits prospective renters to submit a lead or call the Site.
- a. Allows prospective renters to submit a lead for quote or appointment through email.
  - b. Allows prospective renters to call the Site through displayed phone numbers.
  - c. Creates guest cards when a prospect lead is generated through the website forms in a lead tracking system or through email delivery to Site.
- 3.9. Responsive design and development enhancements.
- a. Desktop browsers the Product is compatible with and tested against:
    - (i) Microsoft Internet Explorer versions 9, 10, & 11
    - (ii) Mozilla Firefox
    - (iii) Google Chrome
    - (iv) Apple Safari
  - b. Mobile devices the Product is compatible with and tested against:
    - (i) Apple iPad Air®
    - (ii) Apple iPad Mini®
    - (iii) Google Android® Tablet 7" & 10"
    - (iv) Apple iPhone® 5, 6, & 6+
    - (v) Samsung Galaxy® S4 & S5
- 3.10. COMMUNITY WEBSITES WITH MOBILE User Access Testing Environment
- a. Site Owner must purchase separately the COMMUNITY WEBSITES WITH MOBILE Product to be eligible to purchase the COMMUNITY WEBSITES WITH MOBILE – User Access Testing (UAT) Product.
  - b. The COMMUNITY WEBSITES WITH MOBILE – UAT Product is a clone of Site Owner’s COMMUNITY WEBSITES WITH MOBILE Product, including but not limited to data uploaded from Site Owner’s property management system, Site Owner’s Floor Plan Products, and Site Owner’s uploaded content and images.
    - (i) The UAT environment allows Site Owner to have a similar experience to a prospect visiting Site Owner’s COMMUNITY WEBSITES WITH MOBILE Product.
    - (ii) The UAT environment is delivered to Site Owner through a private URL that allows Site Owner to browse the website, view the site functionality, and test the leasing and application process.
    - (iii) The UAT environment will not be found on search engines and is not mirrored, meaning the information does not sync with the COMMUNITY WEBSITES WITH MOBILE Product from which it was cloned.
4. 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.

- 4.1. 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.
- 4.2. 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.
- 4.3. 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.
- 4.4. 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.
- 4.5. 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.
- 4.6. 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.
- 4.7. 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.
- 4.8. 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.