

PRODUCT SPECIFICATIONS FOR ON-SITE MOVE ME

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 ON-SITE MOVE ME

ON-SITE MOVE ME is a moving amenity service offered by properties to new and prospective tenants to centralize and streamline important logistical decisions faced during a move. Move Me services include mail forwarding, electricity/gas/water setup, a move-in checklist, ability to purchase or upload proof of insurance, insurance renewal reminders, and notifications to staff of insurance lapses.

Move Me services are available for any clients using On-Site for Screening or Documents. It can be accessed in two ways:

- After e-signing a Move Me document in the property’s lease package, the new resident is automatically redirected to their Move Me home services page
- By directly accessing the Move Me URL (<https://move.on-site.com>)

Note: The ON-SITE MOVE ME 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 ON-SITE MOVE ME Product Center to upload or to store any electronic protected health information.

3. DETAILED SPECIFICATIONS FOR ON-SITE MOVE ME

This section outlines the major capabilities of ON-SITE MOVE ME:

3.1. Mail Forwarding

- a. Takes up to 10 days to take effect in the USPS system before mail begins forwarding to the tenant's new address
- b. After six months of mail forwarding, the USPS sends their own notice of address change to any senders still mailing to the old address so they can update their files

3.2. Electricity and Gas utility setup/account number collection

- a. Move Me provides the resident with the electric and gas utility (often combined) name, website, and phone number, and prompts the resident to provide their account number(s) once service is set up. These details get uploaded to the resident's lease file at the property.
- b. New residents will receive reminder emails two days prior to lease start and again on the day of lease start if they have not yet uploaded the required account details

3.3. Water utility setup/account number collection

- a. Same functionality as above

3.4. Renters Insurance

- a. Renters insurance requirements are communicated to the resident, including, if required or not, who needs to be covered (one person, or all adults 18+), liability coverage minimum, and if any interested party needs to be on the policy
- b. Residents are prompted to purchase or upload a policy
- c. By default, Move Me offers insurance quotes from provider Lemonade
- d. Whether purchased or uploaded, the policy is attached to the lease file and property staff receive an email notification from Move Me

3.5. Local Offers

- a. A compilation of discount offers for moving services is offered to new residents via the Move Me portal such as professional moving services, self storage, truck rental for self moving, home décor, etc. Clicking an offeror's link opens a new browser tab for the resident to interact directly with that offeror.

3.6. Move Me Plus includes:

- a. Custom renters insurance provider: Move Me's default provider (Lemonade) can be replaced with any insurance vendor website. Selecting "Get Quote" opens a new browser tab for the custom provider where the resident can review/purchase their renters insurance options. They will also receive an email four hours later reminding them to return to Move Me to upload their new policy information (if they haven't already).
- b. Custom local offers: clients can select up to five custom vendors with each including a custom icon, headline, descriptive text, and URL

3.7. Back-office functionality

- a. A Move-in Checklist is shown for each lease which includes a Missing or Completed status for each of the move-in requirements (renters insurance and all utilities). Property staff can send email reminders for missing requirements with just one click.

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.