

## PRODUCT SPECIFICATIONS FOR ON-SITE RESIDENT PASSPORT

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 RESIDENT PASSPORT

ON-SITE RESIDENT PASSPORT is a resident-facing property branded dashboard. When a lease is approved in On-Site, that information transfers over to the Resident Passport portal. Existing residents may be imported in bulk via integration with a property management system.

Tenants can sign on during the course of their residency to make rent payments, renew their lease, and submit and track work orders. Additionally, property staff can display property-wide announcements on the Resident Passport sign-on page and set email notifications to automatically send to all residents.

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

### 3. DETAILED SPECIFICATIONS FOR ON-SITE RESIDENT PASSPORT

This section outlines the major capabilities of ON-SITE RESIDENT PASSPORT:

#### 3.1. On-Site Resident Passport Tenant Registration

- a. Resident receives an email from the property inviting them to register their Resident Passport account; site staff can send additional email prompts

- b. Registration email to tenant contains a link to register that will expire after 24 hours
- c. To register, a resident will need to verify their identity using:
  - (i) Last four digits of their SSN or PIN; or
  - (ii) Date of Birth; or
  - (iii) Base rent amount
- d. Resident will create a personal password; email address will be their sign-on/user name
  - (i) One email address per Resident Passport account is preferred
- e. Customers can also embed a link to their property's Resident Passport portal on their own third-party website

### 3.2. On-Site Resident Passport Rent Payments

- a. Rent payment functionality requires integration with PayLease
- b. Integration with Yardi/AMSI is advised but not required – tenants can submit rent payments but will not see a balance or payment history
- c. Selecting Pay Rent in tenant's Resident Passport account allows them to make a one-time payment or set up recurring rent payments (Autopay)
  - (i) One-time payment:
    - 1. Resident can use an existing account or add a new account for payment options
    - 2. Resident's account number includes their Yardi/AMSI code – payment information is automatically transferred/reported back to Yardi/AMSI
    - 3. Credit card information will be saved for future payments
  - (ii) Autopay - Resident sets:
    - 1. Payment time frame
    - 2. Start date and/or end date; or
    - 3. Sets payments for an indefinite period, including the day to make payment as well as frequency (Monthly, Quarterly, Bi-annually, Annually)
- d. Payment history shows:
  - (i) Payment history and balance (real-time pull from Yardi/AMSI ledger)
  - (ii) Ability to make a payment from here
- e. For roommate situations, each will have their own sign-on, but will see the same ledger for the unit

### 3.3. On-Site Resident Passport Work Orders

- a. Maintenance request feature requires integration with property management software
  - (i) Yardi – service request plugin 2.0 or higher
  - (ii) AMSI – Webservice user must have access to work orders
- b. New Request: tenants can sign on to their Resident Passport account to submit maintenance requests 24/7 – all maintenance categories and subcategories are pulled from Yardi/AMSI
- c. All Requests: shows all open, in-progress and closed maintenance requests for the unit which are pulled directly from Yardi/AMSI - as work orders are updated or completed, the information is automatically transferred over to Resident Passport

## 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.