



## PRODUCT SPECIFICATIONS FOR REALPAGE DOCUMENT DIRECTOR

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 REALPAGE DOCUMENT DIRECTOR

REALPAGE DOCUMENT DIRECTOR provides storage, retrieval, security, and archiving for documents and forms associated with a property management company’s business processes and procedures.

REALPAGE DOCUMENT DIRECTOR helps companies secure, standardize, streamline, and automate their document management processes by defining document classification, creating roles and rights, reducing or eliminating time spent storing, organizing, searching, and retrieving documents as well as deploying customizable workflows to ensure document processing is consistent with current business practices.

Note: The REALPAGE DOCUMENT DIRECTOR 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 RealPage Document Management Product Center to upload or to store any electronic protected health information.

### 3. DETAILED SPECIFICATIONS FOR REALPAGE DOCUMENT DIRECTOR

This section outlines the major capabilities of REALPAGE DOCUMENT DIRECTOR:

#### 3.1. My Task

- a. Authorized Users can manage corporate documents on the My Task page, which allows them to:
  - (i) Upload new files directly through File Explorer.
  - (ii) Upload new files through drag and drop.
  - (iii) Classify documents.
  - (iv) Assign labels.
  - (v) View an audit trail.
  - (vi) Review documents assigned to your user.
  - (vii) Bulk upload documents.
  - (viii) Bulk classify documents.
  - (ix) Bulk assign documents to a user.
  - (x) Bulk send document to the library.
  - (xi) Email files to an external user.
  - (xii) Search documents through filters of attributes or the search bar.
  - (xiii) Create search favorites for recreating common searches.

#### 3.2. Monitor

- a. Authorized Users can manage corporate documents on the Monitor page, which allows them to:
  - (i) Manage files across all users' My Task pages.
  - (ii) View how long files have been assigned to a user's My Task page.
  - (iii) Re-assign files to another user.
  - (iv) Assign files to the logged-on user.
  - (v) View an audit trail.
  - (vi) Email files to an external user.
  - (vii) Search documents through filters of attributes or the search bar.
  - (viii) Create search favorites for recreating common searches.

#### 3.3. Pending Tasks

- a. Authorized Users can manage corporate documents on the Pending Tasks page, which allows them to:
  - (i) Assign to themselves tasks and files that are not assigned to a specific user.
  - (ii) Search documents through filters of attributes or the search bar.
  - (iii) Create search favorites for recreating common searches.

#### 3.4. Enterprise Library

- a. Authorized Users can access final corporate documents uploaded to a user's My Task page and then stored on the Enterprise Library page, which allows them to:
  - (i) View stored documents.
  - (ii) Check out documents on a user's My Task page to make edits.
  - (iii) Send documents to the Archives.
  - (iv) View an audit trail.
  - (v) Email files to an external user.

- (vi) Send files to the Recycle Bin.
- (vii) Search documents through filters of attributes or the search bar.
- (viii) Create search favorites for recreating common searches.

### 3.5. OneSite Library

- a. Authorized Users can access all documents stored in OneSite Document Management across their portfolio on the OneSite Library page, which allows them to:
  - (i) View all documents stored in any of the OneSite Document Management cabinets in a single location.
  - (ii) View an audit trail.
  - (iii) View version history.
  - (iv) Email files to external users.
  - (v) Search documents through filters of attributes or the search bar.
  - (vi) Create search favorites for recreating common searches.

### 3.6. Archiving

- a. Authorized Users can access enterprise documents sent to the Archives, which allows them to:
  - (i) View the file.
  - (ii) View the audit trail.
  - (iii) Restore the document back to the Enterprise Library.
  - (iv) Delete the file.
  - (v) Search documents through filters of attributes or the search bar.
  - (vi) Create search favorites for recreating common searches.

### 3.7. Recycle Bin

- a. Authorized Users can access enterprise documents sent to the Recycle Bin, which allows them to:
  - (i) View the file.
  - (ii) View the audit trail.
  - (iii) Restore the document back to the page it was deleted from.
  - (iv) Permanently delete the file.
  - (v) Search documents through filters of attributes or the search bar.
  - (vi) Create search favorites for recreating common searches.

### 3.8. Classifiers and Dataset Values

- a. Classifiers are groups of dataset values that can be assigned to an uploaded file to aid in searching and retrieving documents quickly.
- b. Predefined classifiers include:
  - (i) Property.
  - (ii) File Type.
  - (iii) Department.
  - (iv) Status.

- (v) Owner.
    - (vi) Reference Date.
  - c. Authorized Users can also add custom classifiers.
  - d. Dataset values are the specific values for each of these classifiers, such as the specific property names under the Property classifier.
- 3.9. Document Storage
  - a. REALPAGE DOCUMENT DIRECTOR offers unlimited storage capacity.
  - b. Attach and track revisions through the audit and version control.
- 3.10. Workflow Integration
  - a. Create workflows for various business processes to automatically route documents to various users for approval before finalizing documents.
  - b. Create custom notifications to alert users by email when documents are uploaded to the system or routed for review.
  - c. Create notes within a file to communicate key information to other users referencing that file.
- 3.11. Controlled Access to Files
  - a. Control which files users can view, edit, or approve.
  - b. Customize access dataset values such as property, file type, investors, etc.
  - c. Set up users for limited access roles such as audit or investor to restrict them to temporary access.
- 3.12. Document Indexing and Search
  - a. Index documents using classifiers and dataset values to allow for advanced search features.
  - b. Search documents through filters of attributes or the search bar using key words or text.
  - c. Create search favorites for recreating common searches.
- 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.