

PRODUCT SPECIFICATIONS FOR REALPAGE PORTALS MYBUILDING

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 PORTALS MYBUILDING

REALPAGE PORTALS MYBUILDING provides Site Owner with a way to deliver services to residents of condominiums, cooperative housing, and home owner associates. Core features include secure login with resident validation, operational tools (such as package tracking, employee time clock, amenity management, and service requests), communications tools (such as mass messaging, lobby display screen, and document library), and community tools (such as community events, neighbor profiles, and marketplace).

3. DETAILED SPECIFICATIONS FOR REALPAGE PORTALS MYBUILDING

This section outlines the major capabilities of REALPAGE PORTALS MYBUILDING:

3.1. Logon Page

- a. User Management—Allows Site Owner to manage MyBuilding Authorized Users.
- b. Secure Logon—MyBuilding is maintained on Provider’s servers. From the Site’s website, the MyBuilding logon page opens in a new window. Security is maintained through use of SSL encryption.

3.2. Resident Service Tools

- a. Package Tracking—Allows Site Owner to manage resident package receipt and pickup.
 - (i) Allows Site Owner to scan package barcodes to log receipt. Requires Site Owner to utilize the native iOS functionality included with MyBuilding (iOS capable device not

supplied by Provider) or obtain a barcode scanner. Site Owner may purchase a barcode scanner from Provider separately or from a third party.

- (ii) Allows Site Owner to notify residents of package delivery through the MyBuilding portal, email, or SMS.
- (iii) Allows Site Owner to record resident signature electronically upon pickup. (Requires Site Owner to obtain a Topaz SignatureGem LCD 1x5 signature pad. Site Owner may purchase a Topaz SignatureGem LCD 1x5 from Provider separately or from a third party.)
- b. Maintenance Requests—Allows Site Owner to submit maintenance requests online.
 - (i) Residents can enter maintenance requests online.
 - (ii) Residents can authorize entry for maintenance personnel.
- c. Authorized Guest Forms—Allows residents to designate authorized guests online.
- d. Online Payments—Allows residents to submit one-time payments through the portal using PayLease.com or PayYourRent.com, or recurring payments using PayYourRent.com. (Recurring payments are not available through PayLease.com).
 - (i) Residents can pay by ACH or card. (Requires Site Owner to purchase third-party payment system—PayLease or PayYourRent—separately.)
 - (ii) Integrates with Yardi Voyager, TOPS, MDS, MRI, VMS, and Jenark accounting systems.
- e. Amenity Reservations—Allows residents to reserve amenities through the portal.
 - (i) Allows Site Owner to add, edit, and delete amenities that are available for reservation.
 - (ii) Residents can reserve amenities online.
 - (iii) Site Owner may approve or deny amenity reservation.
- f. Front Desk Instructions—Allows residents to send messages to Site Owner.
- g. Parking & Storage Tracking—Allows Site Owner to manage parking and storage assignments.

3.3. Resident Engagement Tools

- a. Mass Messaging—Allows Site Owner to communicate with one or more residents through supported communication channels.
 - (i) Site Owner can send messages through notices in MyBuilding portal or email.
 - (ii) Site Owner can send messages to an individual resident, a specified group of residents, a building, or an entire Site.
- b. Announcements—Allows Site Owner to post announcements online and in lobby display screen.
 - (i) Site Owner can set expiration date for each announcement.
 - (ii) Lobby Display Screen—Allows Site Owner to set up a display in lobby or leasing office for announcements, weather, and other information. (Requires Site Owner to purchase Mini-PC separately, and to provide a display.)
 - (iii) Display can rotate through multiple slides to keep content fresh.
- c. Automatic Newsletters—Allows Site Owner to receive automated daily updates of activity in the MyBuilding system.
- d. Text Message Notifications—Allows Site Owner to send SMS messages to staff and residents.
 - (i) Staff and residents must opt in to receive SMS notifications.
- e. Document Library—Allows Site Owner to post documents online to residents.
 - (i) Site Owner may set permissions for documents to be available to specific users or groups.
- f. Twitter & Facebook Integration—Allows Site Owner to post updates to Facebook or Twitter.

- g. Voice Notifications for Packages—Allows residents to receive an automatic voice notification when a package is logged for them in the MyBuilding system.

3.4. Operational Tools

- a. Key Tracking—Allows Site Owner to manage a resident’s Unit key transactions through the MyBuilding portal.
 - (i) Allows a resident to designate authorized key recipients online and upload a photograph of the authorized recipient in the resident desires.
 - (ii) Site Owner can release/receive keys while logging who received keys, when they were checked out, and when they were returned.
 - (iii) Site Owner can utilize a web cam to take a photograph of the person receiving the key from Site Owner.
 - (iv) Residents can sign up for email notification on Unit key related transactions.
- b. Employee Time Clock—Allows staff members to log hours worked.
- c. Staff Center—Allows Site Owner to interact and collaborate with Site staff.
 - (i) Allows staff to view announcements and reminders.
 - (ii) Allows staff to communicate with each other through messages.

3.5. Community

- a. Community Events & RSVP—Allows Site Owner and residents to view, post, and RSVP for community events.
 - (i) Residents may RSVP for events.
 - (ii) Allows Site Owner to moderate resident-generated content.
- b. Marketplace—Allows residents to post and view classified ads.
 - (i) Allows Site Owner to moderate resident-generated content.
- c. Neighbor Recommendations—Allows residents to post recommendations to local shops, restaurants, and other services.
 - (i) Recommendations are viewable by other residents and staff.
 - (ii) Allows Site Owner to moderate resident-generated content.
- d. Neighbor Profiles—Allows residents to publish personal profiles.
 - (i) Profiles may include personal information, interests, and photos.
 - (ii) Profiles are viewable by other residents and staff.
 - (iii) Allows Site Owner to moderate resident-generated content.
- e. Residents News Feed—Allows residents to view an activity stream of updates.
 - (i) Stream includes posts by other residents and staff.
 - (ii) Allows Site Owner to moderate resident-generated content.

3.6. iOS Application

- a. iOS Application configured to user type.
 - (i) Auto detects type of user, such as staff, resident, and tenant.
 - (ii) Enables residents to submit work orders, respond to work order comments, call the property, view package history, and post messages to the community activity center.
 - (iii) Enables staff to scan in and sign out packages, respond to work orders, and post updates to the community activity feed.

3.7. Multi-Language Interface

- a. Support for multiple language options
 - (i) Ability for Site Owner to assign a default language to the MyBuilding portal.
 - (ii) Ability for users to select individual language options for viewing the portal.

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.