

## PRODUCT SPECIFICATIONS FOR REALPAGE PORTALS ACTIVEBUILDING™ PRODUCT

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 ACTIVEBUILDING™ PRODUCT

REALPAGE PORTALS ACTIVEBUILDING™ PRODUCT provides Site Owner with a way to deliver services to Site residents. Core features include secure login with resident validation, resident service tools (such as package tracking, amenity reservations, and online maintenance requests), and resident engagement tools (such as mass messaging, activity stream, and neighbor profiles).

The primary features of ActiveBuilding include:

#### 2.1. Logon Page

- a. Authorized User Management
- b. Secure Logon

#### 2.2. Resident Service Tools

- a. Package Tracking
- b. Amenity Reservations
- c. Maintenance Requests
- d. Authorized Guest Forms
- e. Document Storage
- f. Online Payments
- g. iOS/Android Mobile App

#### 2.3. Resident Engagement Tools

- a. Mass Messaging

- b. Building Activity Stream
- c. Neighbor Profiles

Note: The REALPAGE PORTALS ACTIVEBUILDING™ PRODUCT 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 PORTALS ACTIVEBUILDING™ PRODUCT Product Center to upload or to store any electronic protected health information.

### 3. DETAILED SPECIFICATIONS FOR REALPAGE PORTALS ACTIVEBUILDING™ PRODUCT

This section outlines the major capabilities of REALPAGE PORTALS ACTIVEBUILDING™ PRODUCT:

#### 3.1. Logon Page

- a. User Management — Allows Site Owner to manage ActiveBuilding Authorized Users.
- b. Secure Logon — ActiveBuilding is maintained on Provider's servers. From the Site's website, the ActiveBuilding logon page will open 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 an iOS or Android mobile device or a USB-powered barcode scanner. Devices not provided and must be purchased from a third party).
  - (ii) Allows Site Owner to notify residents of package delivery through the ActiveBuilding 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 from a third party.)
- b. Amenity Reservations — Allow residents to reserve amenities through the ActiveBuilding 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 can approve, or deny requested reservations.
- c. Maintenance Requests — Allows residents to submit maintenance requests online.
  - (i) Residents can enter maintenance requests online.
  - (ii) Residents can authorize entry for maintenance personnel.
  - (iii) Integrates with Yardi® Voyager with plug-in version 16 and above or OneSite® Facilities.
- d. Authorized Guest Forms — Allows residents to designate authorized guests online.
- e. Document Storage — Allows Site Owner to upload move-in packets, appliance manuals, newsletters, and other documents for online storage.
  - (i) Currently limited to a document size of 40 MB (megabytes) per document and 10 GB (gigabytes) of total document storage per Site.
- f. Key Tracking — Allow Site Owner to manage a resident's Unit key transactions through the ActiveBuilding portal.
  - (i) Allows a resident to designate authorized key recipients online and upload a photograph of the authorized recipient if 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 e-mail notification on Unit key related transactions
  - g. Online Payments — Allows residents to pay rent online.
  - h. Parking and Storage spaces — Allows Site Owner to manage parking and storage assignments and search a car owner by license plate.
  - i. Parking Passes — Allow Site Owner to manage guest parking spaces.
    - (i) Site Owner can define a policy around using guest parking spaces (certain hours, number of times a week/month that a resident is allowed to issue a pass, and so on).
    - (ii) Residents can issue a parking pass for their guest through the ActiveBuilding portal, print the pass, and provide it to their guest.
  - j. Inventory Log — Site owner can manage loanable Site inventory (carts, ladders, books, DVDs, and so on) through the ActiveBuilding portal.
    - (i) Using a barcode scanner, Site Owner can add all loanable inventory to the ActiveBuilding portal.
    - (ii) Residents must provide a signature for checking out an item.
    - (iii) Site Owner has a complete log of all inventory items transactions.
  - k. Staff Center — Allows Site Owner to interact and collaborate with Site staff.
    - (i) Site Owner can add a task with a due date and assign it to Site staff.
    - (ii) Provides a news feed of all Site staff-related transactions for the Site.
    - (iii) Site Owner can schedule Site staff-specific events (move-in, move-out, carpet cleaning, and so on).
    - (iv) Provides a dashboard with all open tasks for the Site.
    - (v) Provides a dashboard with the current status of the Site activities (open service requests, number of packages in storage, and so on).

### 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 ActiveBuilding portal, email, or SMS.
  - (ii) Site Owner can send message to an individual resident, a specified group of residents, a building, or the entire Site.
- b. Building Activity Stream — Allows residents to communicate with Site Owner and with each other through online social tools.
  - (i) Residents can post messages to the Community Wall.\*
  - (ii) Residents can send private messages to other residents or to Site Owner.
  - (iii) Residents can schedule events on the Community Calendar.\*
  - (iv) Site Owner can manage and moderate resident posts.
- c. Neighbor Profiles — Allows residents to create a profile that is visible to other residents.
  - (i) Residents can post a photo, their name, and other personal information.\*
  - (ii) Residents can send a private message to other residents through the ActiveBuilding portal.
  - (iii) Residents can search a public directory of other residents' profiles.
- d. Interest Groups — Allows residents to sign up for a specific group based on interest (sports, food, cars, tech, and so on).
  - (i) Residents can post content, events, or polls.\*
  - (ii) Residents can view other residents with similar interests.

- (iii) Site Owner can retrieve a feed of groups, members, and content, which Site Owner can post on its website or distribute to third-party sites.
- e. Content Approval Desk — Site Owner can moderate content on the ActiveBuilding portal.
  - (i) Site Owner can set content to be pre-approved by content type, or require an Authorized User to manually view and approve the content prior to publishing.
  - (ii) Site Owner can mark a Unit for content pre-approval.
  - (iii) Site Owner can enable a profanity filter that will prevent a resident from posting certain words and sentences.
- f. Live Chat — Residents can view live users on the ActiveBuilding portal and initiate an instant message session with other residents.

\*Provider reserves the right, but is not obligated, to edit or remove content that violates the ActiveBuilding Terms and Conditions.

#### 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.