

PRODUCT SPECIFICATIONS FOR RENTLYTICS BUSINESS INTELLIGENCE

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 RENTLYTICS BUSINESS INTELLIGENCE

RENTLYTICS BUSINESS INTELLIGENCE provides functionality that enables Licensee to obtain portfolio-wide information about asset performance through a set of dashboards that source and use report data from property management systems.

Note: The RENTLYTICS BUSINESS INTELLIGENCE 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 RENTLYTICS BUSINESS INTELLIGENCE Product Center to upload or to store any electronic protected health information.

3. DETAILED SPECIFICATIONS FOR RENTLYTICS BUSINESS INTELLIGENCE

This section outlines the major capabilities of RENTLYTICS BUSINESS INTELLIGENCE:

- 3.1. RENTLYTICS BUSINESS INTELLIGENCE is a standard predefined set of dashboards that provide information to Licensee about how its portfolio is performing in various specific business functions.
 - a. Rentlytics Business Intelligence has integrations with RealPage[®], Yardi[®], Yardi-International, MRI[®], Entrata[®], AMSI[®], RentManager[®], and ResMan[®].
 - b. Each Rentlytics Business Intelligence dashboard is comprised of a series of widgets that provide information on a variety of business metrics (including, without limitation, revenue, expenses, and occupancy).

- c. Portfolio-wide dashboards within Rentlytics Business Intelligence incorporate source data from every property within Licensee’s portfolio.
 - d. Licensee can authorize or restrict dashboard access to any Authorized User through the Rentlytics Admin Portal, enabling Licensee to create different default dashboards for different user roles within an organization (e.g., Property Manager, Investor, Owner, Asset Manager, etc.).
 - e. Licensee can authorize or restrict property access to any Authorized User, such as access to all properties, access to one property, or access to a few selected properties.
 - f. Within Rentlytics Business Intelligence, Licensee can view all available dashboards by dashboard category (Finance, Leasing & Rents, Data Audit, Home, My Meetings). Each dashboard category contains related individual dashboards. For example, the Finances category contains the Revenue, Financial Review, Expenses, and Expenses Below NOI dashboards.
 - g. Depending on the type of Rentlytics Business Intelligence subscription, some Licensees can receive custom dashboards that are tailor-made to the needs of such Licensee. These custom dashboards are not disseminated to any users outside of the Licensee’s organization.
 - h. Authorized users can filter dashboards with the dashboard filters on the right side of each dashboard. These filters apply to most or all widgets on the dashboard. Rentlytics Business Intelligence does not support widget-specific filters.
 - i. Each Rentlytics Business Intelligence dashboard is comprised of a visualization page and a details page. The visualization pages contain charts and graphs pertaining to the dashboard’s subject. The details sections contain tables with the underlying data supporting the charts and graphs on the visualizations page.
 - j. Authorized Users can export any Rentlytics Business Intelligence dashboard (visualization or details) as a PDF, and print.
 - k. Authorized Users can also export any individual widget from any dashboard to a CSV file. Users cannot export these widgets to Microsoft Excel[®].
 - l. Authorized Users have access to multiple filter styles within Rentlytics Business Intelligence:
 - (i) Drill Down filter enables Licensee to change the axis of a widget and view its data at a deeper level. For example, an Authorized User could change a table that displays data by year to a table that displays data by month. These axis change options are pre-defined on each widget with drill-down functionality.
 - (ii) Slice Filtering is the default filter style when Licensee uses dashboard-level filtering. When an Authorized User applies a slice filter, each option that is not selected is removed from view in the applicable widgets, allowing the user to focus on the selected elements of the dashboard.
 - (iii) Highlight Filtering is available through the Slice/Highlight filter toggle in the sidebars of Rentlytics Business Intelligence dashboards. If Licensee applies Highlight Filtering, then the elements selected by an Authorized User will come to the front of the page, and all other elements will be grayed out. Compared to Slice Filtering, Highlight Filtering grays out the non-selected elements, rather than removing them from the page.
 - m. All Authorized Users within Rentlytics Business Intelligence have access to Pinboards. Pinboards is a tool that allows users to copy widgets from standard or custom dashboards and re-arrange them on a new dashboard (a pinboard). The resulting pinboard could include widgets from multiple dashboards. Pinboards may be renamed and shared with other Authorized Users within Licensee’s organization.
- 3.2. Open Data Services (ODS) is an additional service that, depending on Licensee’s subscription level, may be included within Rentlytics Business Intelligence—allowing such Licensee to import data from non-standard sources.
- a. ODS is only available at certain subscription levels.

- b. ODS enables Licensee to view data from data sources that are not included as standard for Rentlytics Business Intelligence subscribers.
- c. ODS data is only available on select custom dashboards created by Provider to fit the needs of the Licensee. ODS custom dashboards may combine the standard data ingested for Rentlytics Business Intelligence along with ODS data.
- d. ODS dashboards contain the same Slice and Highlight filter capabilities that are available in the Standard Business Intelligence product. Depending on the configuration, ODS dashboards may also contain Drill Down filtering.
- e. Widgets from ODS Dashboards may be added to Pinboards.

4. DEPENDENCIES AND USES

4.1. System Requirements. The personal computers used to access any Business Intelligence Product Centers must meet the following minimum system requirements:

- a. Internet Connection Speed: 56 kbps or faster
- b. Supported browsers:
 - (i) Microsoft® Internet Explorer® browser version 8.0 or higher;
 - (ii) Mozilla® Firefox® browser version 14.0.1 or higher; or
 - (iii) Google® Chrome™ browser version 21.0.1 or higher

4.2. Access to Publicly Available Data. Licensee grants Provider the authority to gather, access, and use publicly available data or data obtained by Provider through alternate channels, whether electronically, telephonically, or through other data gathering techniques, to verify Licensee Data or for other quality assurance purposes. Use by Provider of such separately gathered data will not be limited to the Permitted Purposes specified in the Agreement or in any terms and conditions incorporated into the Agreement.

4.3. Timing. Rentlytics Business Intelligence must receive data from Licensee's property management system before 11:59 p.m. PST for that data to be displayed in the platform on the following morning.

4.4. Data Delivery Requirements. Rentlytics Business Intelligence must receive data from Licensee's property management system in accordance with the latest version of the Rentlytics Standard BI Data Format document. Such data must be delivered to Provider via email (to the custom email address provided to Licensee by Provider) or SFTP.

5. RIGHT TO UPDATE

5.1. Provider may change or discontinue any aspects of the Product Center from time to time in its sole discretion. Such actions may include, without limitation, changes to the user interface, database schema, or any of the available functionality of the Product Center. Such actions may cause certain custom reports created by or for Licensee, including Provider-created custom reports, to no longer operate as intended, or at all. Development of new or revised custom reports that operate as intended in connection with the modified Product Center may require Licensee to pay additional Fees to Provider. Notwithstanding anything in the Agreement or the foregoing to the contrary, Provider shall not change or discontinue the Products or any of the functionality of the Products in a manner that would modify or remove material functionality of the Products without at least 30 days prior written notice to Licensee, unless prior notice is not reasonably practicable in order to permit Provider to address emergency contingencies or to comply with any laws or third-party licensing requirement.

6. 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.

- 6.1. 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.
- 6.2. 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.
- 6.3. 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.
- 6.4. 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.
- 6.5. 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.
- 6.6. 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.
- 6.7. 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.
- 6.8. 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.