

Association Partners, Inc.

Privacy Statement

In order to effectively manage your Association, on its behalf Association Partners from time to time will need to collect public and nonpublic information from you. We will make every effort to ensure that we restrict our requests to only essential information, balancing the need to know with your privacy. On the other hand, as an owner in a Community Association living in close proximity to your neighbors, pursuant to some State Statutes and/or your Association's governing documents you have an obligation and responsibility to provide to the Association certain public and nonpublic information about you.

As your Association's management firm, Association Partners understands that privacy is an important concern for Association homeowners and we recognize our affirmative and continuing obligation to keep the information you provide to us secure and confidential. Our commitment to keep your personal information private is outlined in the policies and guidelines that follow. That commitment is the reason why we do not share personal information with anyone, except as specifically permitted by law and explained in this statement.

This Privacy Statement applies to all current and former homeowners in Associations managed by us and describes the privacy policies of Association Partners, Inc.

Information We Collect and Its Use

In establishing and maintaining a business relationship with you and your Association, we may collect and use public and nonpublic personal information about you from the following sources and for the following reasons:

- Information we receive from you on applications or forms, whether completed online or in hard copy, through correspondence and communication in writing and/or by telephone;
- Information we receive from others, such as your Association's Board of Directors, Association's attorney or prior management company.
- We will request personal information from you at the time we are engaged as your Association's management firm, when you buy, sell or refinance your home, enroll in our Assessment Auto Pay program and as prescribed by State Statute and/or your Association's governing documents.
- There are several reasons for requesting this information. Most importantly, in case of an emergency we will be able to tell emergency personnel how many persons should be accounted for in each home or, if you are away, we will be able to inform your emergency contact about an immediate problem with your home. Additionally, we will use the information to optimize the management services we provide you, to contact you regarding important Association information and to enforce your Association's governing documents.

Keeping Your Information Secure and Confidential

We will safeguard your personal information, using established security standards and procedures. We restrict access to personal information about you to only those Association Partners' employees who have a legitimate business purpose in knowing such information. Further, all of our employees are trained to comply with our confidentiality policies to guard your personal information and have signed our Confidentiality and Non-disclosure Agreement. If a management situation arises in which it is necessary to share personal information about you with your Board of Directors, we will restrict access of such information to only that which is essential and to only those active members of your Board of Directors who have a legitimate business purpose in knowing such information

Sharing of Information

We recognize the importance of respecting your privacy and we want to assure you that any personal information gathered will be used solely for our management needs and specific business purposes related to your Association. We do not disclose information learned about you except as permitted by law and explained below.

In order to conduct our business and to offer you both convenience and the widest range of management services, although we are permitted to share information under the following circumstances, we will limit the information shared to only that which is absolutely appropriate and necessary to achieve the desired result:

- With your Mortgage Company, attorney and appraiser, who have contacted us in connection with the purchase, sale or refinance of your home.
- With emergency personnel trying to account for everyone's whereabouts during a disaster, or to contact you regarding vandalism, robbery or home invasion.
- When legally required or permitted. For example, we may disclose personal information about you during the process to amend your Association's governing documents or in response to a valid subpoena, summons, or court order. *If we receive a subpoena or similar legal proceeding requiring release of any information about you, we will attempt to notify you, unless we believe we are legally prohibited from doing so.*
- With companies that perform services for us or your Association, such as delinquent collections. *These companies perform services on behalf of your Association and/or us and are obligated to keep the information about you that we provide to them confidential. These companies and institutions must comply with strict confidentiality provisions to assure the protection of your information and its use only for permitted purposes.*
- With the Association's new management company if our management services are terminated.
- If you have previously indicated your consent to such disclosure.

Please be advised that because we already limit the sharing of your personal information as outlined above and permitted by law, no action on your part is necessary to limit the sharing of your information.

Accuracy of Personal Information

If for any reason you have a concern that the personal information maintained by Association Partners is not correct, incomplete or not current, we will be happy to review and update our records as directed by you, if you contact us by:

- Calling (630) 653-7782 or faxing (630) 653-6894
- Accessing E-Forms on our web site www.associationpartners.org
- Emailing us at: management@apimanagers.com or
- Writing to us at: **Association Partners, Inc.
25W560 Geneva Road, Box 16
Carol Stream, IL 60188-2231**

Thank you, for taking the time to read this statement and we appreciate your trust and assistance in providing us the information we need to effectively manage your Association.