

Metro Star Companies — Privacy Statement

Effective Date: August 19, 2026.

This Privacy Statement explains how Metro Star Property Management LLC ("Company," "we," "us," or "our"), as operator of Metro Star Companies, collects, uses, shares, and protects personal information through the Metro Star Companies website and in connection with our leasing and property-management services (together, the "Services"). It applies to visitors, applicants, and residents. This Statement is written to comply with the Connecticut Data Privacy Act (CTDPA) and applicable U.S. federal law. If you are contacting us from outside Connecticut, additional state laws may also apply to you; contact us with any questions.

1. Information We Collect

- Contact information you provide, such as your name, email address, phone number, and mailing address, when you inquire, schedule a tour, or apply.
- Application and screening information, such as employment, income, and rental history, and the results of a credit, criminal, or eviction background check obtained through a third-party consumer reporting agency, when you apply to rent with us.
- Payment information, processed on our behalf by Yardi when you pay an application fee, deposit, or rent through the Site or resident portal; we do not store your full payment card number ourselves.
- Account information, such as a username and password, if you create a tenant portal account.
- Device and usage information, such as your IP address, browser type, and pages viewed, collected automatically through cookies and similar technologies when you use the Site.
- Communications you send us, such as emails, messages, or inquiries.
- Video footage from security cameras in common areas, parking lots, and other shared spaces at the community, if you visit or reside at the property.

2. How We Use Information

- Operate the Site and respond to inquiries and tour requests
- Process rental applications and conduct tenant screening
- Create and administer leases, collect rent and fees, and manage your tenancy
- Communicate with you about your application, lease, or account
- Maintain the security of the Site and our properties, including through video surveillance of common areas, and prevent fraud
- Comply with our legal obligations

3. How We Share Information

- With Yardi, our payment- and property-management-software provider, to process payments and operate the Site.
- With the consumer reporting agency we use for tenant screening, and as otherwise required in the resulting adverse-action process under the Fair Credit Reporting Act.
- With service providers who perform functions on our behalf (for example, maintenance, marketing, or IT), under contracts that limit their use of your information to those functions.
- With government agencies or others where required by law, or to protect health, safety, or legal rights.
- With a buyer or successor in the event of a sale, merger, or other transfer of our business.

We do not sell your personal data. If we ever use cookies or similar technology for targeted advertising, we will honor recognized opt-out preference signals sent from your browser, such as Global Privacy Control (GPC), as required under Connecticut law.

4. Your Connecticut Privacy Rights

If you are a Connecticut resident, the CTDPA gives you the right to:

- Confirm whether we are processing your personal data, and access it
- Correct inaccuracies in your personal data
- Delete your personal data
- Obtain a portable copy of the personal data you provided to us
- Obtain a list of the categories of third parties we have disclosed your personal data to
- Access certain inferences we have drawn about you through profiling
- Opt out of profiling used for decisions that produce legal or similarly significant effects concerning you — including automated aspects of tenant screening — and, if inaccurate data used in such a decision is corrected, request that the decision be reanalyzed
- Opt out of targeted advertising and the sale of personal data

To exercise these rights, call us at 203-878-2193. We will respond within 45 days of receiving your request, extendable once by an additional 45 days when reasonably necessary (we will notify you if we need the extension). We may need to verify your identity before completing certain requests.

If we decline to act on your request, you may appeal by calling the same number. We will respond to your appeal within 60 days, explaining our decision. If your appeal is denied, you may contact the Connecticut Attorney General.

5. Data Retention

We keep personal information only as long as necessary for the purposes described above, including for the duration of your tenancy plus any additional period required by law (for example, tax, accounting, or security-deposit recordkeeping) or to resolve disputes.

6. Security

We use reasonable administrative, technical, and physical safeguards designed to protect personal information. No system is completely secure, and we cannot guarantee absolute security.

7. Children

The Site and our Services are not directed to individuals under 18, and applicants and residents must be at least 18 years old. We do not knowingly collect personal information from children.

8. Changes to This Statement

We may update this Statement from time to time. Any changes will be posted here with a revised Effective Date.

9. Contact Us

Metro Star Property Management LLC

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Milford, CT 06460

203-878-2193