

Privacy Statement

The Applicant Portal, powered by CVR Associates, is committed to protecting your privacy. This Statement of Privacy applies to the Applicant Portal powered by CVR Associates site and governs data collection and usage. By using the Applicant Portal, you consent to the data practices described in this statement.

Collection of your Personal Information

The Applicant Portal collects personally identifiable information, such as your name, contact information, demographic information, and income and asset information. This information is used to determine eligibility for housing assistance and determine demographic trends of housing need.

There is also information about your computer hardware and software that is automatically collected by the Applicant Portal. This information may include your IP address, browser type, domain names, access times, and referring website addresses.

This information is used by CVR Associates for the operation of the Applicant Portal, to maintain quality of the service, and to provide general statistics regarding use of the Applicant Portal. This information is maintained by CVR and only provided to the client housing agency. CVR encourages you to review the privacy statements of any websites you choose to link to from the Applicant Portal.

CVR is not responsible for the privacy statements or other content on websites outside of the Applicant Portal and other websites powered by CVR Associates. You should familiarize yourself with the privacy statements and other content on websites outside of the Applicant Portal and other websites powered by CVR Associates.

Use of your Personal Information

The Applicant Portal collects and uses your personal information to operate the Applicant Portal and deliver the services you have requested. This information is provided only to the client housing agency.

CVR may also contact you to invite you to participate in surveys to learn about your opinion of the Applicant Portal or waiting list application experience. It is your choice whether to participate in these types of surveys and any information that you provide in response to the surveys will only be used to gauge or improve upon the user experience.

Your information may be used by the client housing agency to contact you regarding housing assistance programs and/or determine your eligibility for housing assistance.

CVR Associates does not sell, rent, or lease its user lists to third parties. Your information will remain confidential and will only be shared with the client housing agency.

CVR will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on CVR Associates or the Applicant Portal; (b) protect and defend the rights or property of CVR Associates; and (c) act under exigent circumstances to protect the personal safety of users of the Applicant Portal or the public.

Use of Cookies

The Applicant Portal Web site uses "cookies" to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a webpage server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time by telling the web server that you have returned to a specific page. For example, when you register on the Applicant Portal site, a cookie helps the Applicant Portal recall your specific information on subsequent visits, like language preference.

You have the ability to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to experience the interactive features fully of the Applicant Portal.

Security of your Personal Information

CVR Associates maintains administrative, technical, and physical safeguards designed to protect the personal information you provide against accidental, unlawful or unauthorized destruction, loss, alteration, access, disclosure, or use. We restrict access to personal information on a need-to-know basis to employees and authorized service providers who require access to fulfil their job requirements.

State Specific Notice Requirements

Notice to California Residents

The California Consumer Privacy Act (CCPA) provides California Residents with certain rights regarding their personal information (subject to certain limitations at law). The following section describes your CCPA rights and explains how to exercise those rights.

Right to Access and Portability

California residents have the right to request certain information about our collection and use of their personal information over the last twelve (12) months. Once we receive and verify a user's identity and California residency, we will disclose to you the following:

- The categories of personal information we collected about you;
- The categories of sources for the personal information we collected about you;

- Our business or commercial purpose for collecting or selling that personal information;
- The categories of third parties with whom we share that personal information;
- The specific pieces of personal information we collected about you (also called a data portability request); and
- If we disclose your personal information for a business purpose, identifying the personal information categories disclosed.

Right to Deletion

The CCPA provides California residents the right to request that we permanently delete any personal information about you that we collect and retain, subject to certain exceptions. Once we receive and verify your request, we will delete (and, as applicable, direct our service providers to delete) your personal information from our records, unless an exception applies.

In respect to deletion request exceptions, we may deny a deletion request if retaining the personal information is necessary to:

- Complete the transaction for which we collected the personal information, provide a good or service that you requested, take actions reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform our contract with you;
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity;
- Debug products to identify and repair errors that impair existing intended functionality;
- Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 seq.);
- Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law;
- Enable solely internal uses of the personal information that are reasonably aligned with consumer expectations;
- Comply with a legal obligation and requests from law enforcement agencies; and
- Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

Right to Correct Inaccurate Personal Information

To exercise the right to access and/or correct inaccurate personal information, please submit a request by emailing.

Verification of a California Consumer Request

An access, deletion, and/or correction requests may be submitted by a California resident or a person registered with the California Secretary of State that is authorized to act on their behalf. These requests for access, deletion, and/or correction, can only be made twice during a twelve (12) month period, and must:

- Provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information (or an authorized representative); and
- Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

We cannot respond to your (or an authorized representative) request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you.

Authorized Representative

A California resident may use an authorized representative to submit a right to access, correct, or delete request. To use an authorized representative for this purpose, the California resident must provide the representative with written authorization. In addition, the California resident may be required to verify their own identity with us. We may deny a request from a representative that does not submit proof that they have been authorized by the California resident to act on their behalf. Such requirements, however, will not apply where a California resident has provided the authorized representative with power of attorney pursuant to Cal. Prob. Code Sections 4000 to 4465.

Timeframe for Responding to Requests

We will respond to your request within thirty (30) days of receipt.

The period of response may be extended to sixty (60) or ninety (90) days if more time is required to fulfill your request. In that event, we will inform you of the reason and a timeframe for a response in writing. After verification, we will deliver the requested information to you in a portable, easily readable electronic format.

Fee

We do not charge a fee to process or respond to your verifiable consumer request unless it is excessive, repetitive, or manifestly unfounded.

No Discrimination

The CCPA prohibits a business from discriminating against California residents for exercising the rights outlined above. We will not discriminate against you for submitting such requests by:

- Denying goods or services to you;
- Charging different prices or rates for goods or services, including through the use of discounts, benefits, or other penalties;
- Providing a different level or quality of goods or services; and
- Suggesting a different price or quality of goods or services will apply if rights are exercised.

No Financial Incentive

We do not offer any financial incentives or price or service differences in an attempt to influence a resident's decision whether or not to exercise a right afforded to the consumer under the CCPA.

Right to Opt-Out of the Sale of Your Information

We do not sell data, as it is defined in the CCPA, will not sell personal information in the future, and in the preceding twelve (12) months, have not sold any personal information.

STATE SPECIFIC PRIVACY NOTICES

Notice to Colorado Residents

Under Colorado's Consumer Privacy Act (CPA), Colorado residents have certain rights around our collection, use, and sharing of their Personal Information.

We do not currently sell any Personal Information we collect to any third parties. If we were to do so in the future, we will update this Privacy Policy, and provide Colorado residents with the opportunity to opt-out of the sale of their Personal Information. We also do not engage in profiling in furtherance of decisions that produce legal or similar significant effects.

We work with advertisers and analytics service providers to target our advertisements elsewhere online, and to provide us information on the effectiveness of our advertisements and Site traffic. Additional information about targeted advertising we conduct can be found in the Cookies and Web Beacons section of this Privacy Policy. As a Colorado resident you have the right to opt-out of such targeted advertising.

We collect various categories of Personal Information depending on how you choose to engage with us as described in the Types of Information Collected section of this Privacy Policy. The Information Sharing and Third-Party Analytics Providers, Ad Servers, And Similar Third Parties sections also describes how and under what circumstances Personal Information may be shared with third parties.

If you are a resident of Colorado, you have the right to (1) request to know what Personal Information has been collected about you, and to access that information; (2) request to correct inaccuracies in your Personal Information; (3) request deletion of your Personal Information (exceptions under the CPA and other laws may allow us to retain and use your Personal Information notwithstanding your deletion request); and (4) obtain a copy of your Personal Information.

If you have any questions or comments, or would like to exercise any of your rights, please contact us using the information in the How to Contact Us section below.

Notice to Connecticut Residents

Under the Connecticut Data Privacy Act (CTDPA), which went into effect July 1, 2023, Connecticut residents have certain rights around the Reink Media's collection, use, and sharing of their Personal Information.

We do not currently sell any Personal Information we collect to any third parties. We also do not engage in "targeted advertising" as the term is defined in the CTDPA. If we were to do so in the future, we will update this Privacy Policy, and provide Connecticut residents with the opportunity to opt-out of any targeted advertising or the sale of their Personal Information. We also do not engage in profiling in furtherance of decisions that produce legal or similar significant effects.

If you are a resident of Connecticut, you have the right to (1) request to know what Personal Information has been collected about you, and to access that information; (2) request to correct inaccuracies in your Personal Information; (3) request deletion of your Personal Information (exceptions under CTDPA and other laws may allow the Reink Media to retain and use certain Personal Information notwithstanding your deletion request); and (4) obtain a copy of your Personal Information.

If you have any questions or comments, or would like to exercise any of your rights, please contact us using the information in the How to Contact Us section below.

Notice to Nevada Residents

Nevada law (SB 220) requires website operators to provide a way for Nevada consumers to opt-out of the sale of certain information that the website operators may collect about them.

We do not presently sell any personal information we collect to any third parties. If we were to do so in the future, we will update this Policy, and provide Nevada residents with the opportunity to opt-out of the sale of their personal information.

Notice to New York Residents

[The New York Privacy Act \(NYPA\)](#) provides New York Residents with certain rights regarding their personal information (subject to certain limitations at law). The following section describes your CCPA rights and explains how to exercise those rights.

Consumer Rights

New York residents have a right to (1) notice; (2) opt-out; (3) give controller sensitive data; (4) access information that controller is processing or processed; (5) portable data; (6) correct data; (7) delete data; (8) to have their requests responded to; (9) exercise their rights; and (10) non-waiver of rights.

Notice to Utah Residents

Under Utah's Consumer Privacy Act (UCPA), which goes into effect December 31, 2023, Utah residents have certain rights around Reink Media's collection, use, and sharing of their Personal Information.

We do not presently sell any personal information we collect to any third parties. We also do not engage in "targeted advertising" as the term is defined in the UCPA. If we were to do so in the future, we will update this Policy, and provide Utah residents with the opportunity to opt-out of any targeted advertising or the sale of their Personal Information.

If you are a resident of Utah, starting December 31, 2023, you have the right to (1) request to know what Personal Information has been collected about you, and to access that information; (2) request deletion of your Personal Information (exceptions under UCPA and other laws may allow Reink Media to retain and use certain Personal Information notwithstanding your deletion request); and (3) obtain a copy of your Personal Information.

If you have any questions or comments, or would like to exercise any of your rights, please contact us using the information in the How to Contact Us section below.

Notice to Virginia Residents

Under Virginia's Consumer Data Protection Act (CDPA), Virginia residents have certain rights around Reink Media's collection, use, and sharing of their Personal Information.

We do not currently sell any Personal Information we collect to any third parties. We also do not engage in "targeted advertising" as the term is defined in the CDPA. If we were to do so in the future, we will update this Policy, and provide Virginia residents with the opportunity to opt-out of any targeted advertising or the sale of their Personal Information. We also do not engage in profiling in furtherance of decisions that produce legal or similar significant effects.

We collect various categories of Personal Information depending on how you choose to engage with us as described in the sections How And When We Collect Personal Information and What Personal Information We Collect Or Process And Why. Do We Share Personal Information With Anyone Else describes how and under what circumstances Personal Information may be shared with third parties.

If you are a resident of Virginia, you have the right to (1) request to know what Personal Information has been collected about you, and to access that information; (2) request to correct inaccuracies in your Personal Information; (3) request deletion of your Personal Information (exceptions under CDPA and other laws may allow the Big Hand Group to retain and use certain Personal Information notwithstanding your deletion request); and (4) obtain a copy of your Personal Information.

If you have any questions or comments, or would like to exercise any of your rights, please contact us using the information in the How to Contact Us section below.

Residents of the European Economic Area

If you are a resident of the European Economic Area (EEA), you have certain rights regarding the personal information we hold about you, subject to local law. These may include the rights to access, correct, delete, restrict or object to our use of, or receive a portable copy in a usable electronic format of your personal information. You also may have a right to lodge a complaint with your local data protection or privacy regulator.

We encourage you to contact us at the contact information set forth below to update or correct your information if it changes or if the personal information we hold about you is inaccurate. Where you have provided your consent to any use of your personal information, you can withdraw this consent at any time.

Please note that we may require additional information from you in order to honor your requests.

If you would like to discuss or exercise any rights you may have under law, please contact us at the contact information set forth below.

If you or your authorized agent would like to discuss or exercise such rights, please contact us at support@cvrassociates.com with your first and last name, mailing address, and phone number, along with which right you would like to exercise. As a part of this process, we may use existing account verification systems and/or require that you or your authorized agent provide certain information to us for verification purposes.

Additionally, please see **Use of Personal Information section**, above, for further detail on the categories of personal information that we collect and disclose.

Notice to California Residents

The California Consumer Privacy Act (CCPA) provides California residents with certain rights regarding their personal information (subject to certain limitations at law). The following section describes your CCPA rights and explains how to exercise those rights.

Right to Access and Portability

California residents have the right to request certain information about our collection and use of their personal information over the last twelve (12) months. Once we receive and verify a user's identity and California residency, we will disclose to you the following:

- The categories of personal information we collected about you;
- The categories of sources for the personal information we collected about you;
- Our business or commercial purpose for collecting or selling that personal information;
- The categories of third parties with whom we share that personal information;
- The specific pieces of personal information we collected about you (also called a data portability request); and

- If we disclose your personal information for a business purpose, identifying the personal information categories disclosed.

Right to Deletion

The CCPA provides California residents the right to request that we permanently delete any personal information about you that we collect and retain, subject to certain exceptions. Once we receive and verify your request, we will delete (and, as applicable, direct our service providers to delete) your personal information from our records, unless an exception applies.

In respect to deletion request exceptions, we may deny a deletion request if retaining the personal information is necessary to:

- Complete the transaction for which we collected the personal information, provide a good or service that you requested, take actions reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform our contract with you;
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity;
- Debug products to identify and repair errors that impair existing intended functionality;
- Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 seq.);
- Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law;
- Enable solely internal uses of the personal information that are reasonably aligned with consumer expectations;
- Comply with a legal obligation and requests from law enforcement agencies; and
- Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

Right to Correct Inaccurate Personal Information

To exercise the right to access and/or correct inaccurate personal information, please submit a request by emailing support@cvrassociates.com.

Verification of a California Consumer Request

An access, deletion, and/or correction requests may be submitted by a California resident or a person registered with the California Secretary of State that is authorized to act on their behalf. These requests for access, deletion, and/or correction, can only be made twice during a twelve (12) month period, and must:

- Provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information (or an authorized representative); and
- Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

We cannot respond to your (or an authorized representative) request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you.

Authorized Representative

A California resident may use an authorized representative to submit a right to access, correct, or delete request. To use an authorized representative for this purpose, the California resident must provide the representative with written authorization. In addition, the California resident may be required to verify their own identity with us. We may deny a request from a representative that does not submit proof that they have been authorized by the California resident to act on their behalf. Such requirements, however, will not apply where a California resident has provided the authorized representative with power of attorney pursuant to Cal. Prob. Code Sections 4000 to 4465.

Timeframe for Responding to Requests

We will respond to your request within thirty (30) days of receipt.

The period of response may be extended to sixty (60) or ninety (90) days if more time is required to fulfill your request. In that event, we will inform you of the reason and a timeframe for a response in writing. After verification, we will deliver the requested information to you in a portable, easily readable electronic format.

Fee

We do not charge a fee to process or respond to your verifiable consumer request unless it is excessive, repetitive, or manifestly unfounded.

No Discrimination

The CCPA prohibits a business from discriminating against California residents for exercising the rights outlined above. We will not discriminate against you for submitting such requests by:

- Denying goods or services to you;
- Charging different prices or rates for goods or services, including through the use of discounts, benefits, or other penalties;
- Providing a different level or quality of goods or services; and
- Suggesting a different price or quality of goods or services will apply if rights are exercised.

No Financial Incentive

We do not offer any financial incentives or price or service differences in an attempt to influence a resident's decision whether or not to exercise a right afforded to the consumer under the CCPA.

Right to Opt-Out of the Sale of Your Information

We do not sell data, as it is defined in the CCPA, will not sell personal information in the future, and in the preceding twelve (12) months, have not sold any personal information.

Changes to this Statement

CVR Associates will occasionally update this Statement of Privacy to reflect company and customer feedback. CVR encourages you to periodically review this Statement to be informed of how your information is protected.

Contacting Us

Use the contact information below if you have questions, concerns, or complaints about this privacy statement or our privacy practices or would like additional information about CVR Associates' privacy practices. Where applicable law requires the identification of a controller, that is:

CVR Associates
2309 S. MacDill Avenue, Suite 200
Tampa, FL 33629
info@cvrassociates.com
(813) 223 - 3100