

Highland Lakes Association Website Privacy Policy

Effective Date:

1. Scope of This Privacy Policy

This Privacy Policy describes how Highland Lakes Association collects, uses, stores, and shares information when you visit highlandlakesohio.com, use any related resident portal, submit forms or requests, or otherwise interact with the Website. This Privacy Policy applies only to information collected through the Website and related online services and does not necessarily apply to information collected offline or through third-party services operating under their own policies.

2. Information We Collect

We may collect information you voluntarily provide, such as your name, property address, mailing address, email address, phone number, account or lot information, communications, maintenance requests, architectural review submissions, amenity requests, billing-related information, and other details you choose to provide through forms, email, or a resident portal. We may also automatically collect certain technical information, such as your internet protocol address, browser type, device information, pages visited, dates and times of access, and referral information.

3. How We Use Information

We may use collected information to operate and improve the Website, provide resident services, process requests and submissions, communicate with residents and users, maintain association records, administer amenities and community processes, respond to inquiries, enforce governing documents and Website terms, protect the security of the Website and users, and comply with legal obligations.

4. Cookies and Similar Technologies

The Website and any related resident portal may use cookies, session tools, log files, and similar technologies to support site functionality, remember user preferences, maintain secure sessions, analyze Website traffic, and improve performance. You may be able to adjust your browser settings to refuse or limit cookies, but some Website features may not function properly if you do so.

5. How We Share Information

Highland Lakes Association may share information with its property managers, vendors, technology providers, payment processors, professional advisors, insurers, and service providers to the extent reasonably necessary to operate the Website, manage community operations, and provide related services. We may also disclose information if required by law, court order, subpoena, insurance obligation, governing documents, or to protect the rights, safety, property, or operations of the Association or others. We will not sell or otherwise disclose any information you provide except as outlined in this Section.

6. Data Security

We use reasonable administrative, technical, and organizational measures intended to protect personal information from unauthorized access, use, disclosure, alteration, or destruction. However, no internet transmission, electronic storage system, or online platform can be guaranteed to be completely secure, and you use the Website at your own risk.

7. Data Retention

We may retain personal information for as long as reasonably necessary to fulfill the purposes described in this Privacy Policy, maintain community and business records, resolve disputes, enforce agreements, satisfy legal or accounting obligations, and support ongoing association operations.

8. Third-Party Websites, Portals, and Services

The Website contains links to third-party websites, payment systems, resident portals, management company platforms, and other services that are not controlled by Highland Lakes Association. Those third parties may have their own privacy practices and policies, and we are not responsible for their content, security, or data handling practices. You should review the privacy policies of those services before providing information to them.

9. Children's Privacy

The Website is not directed to children under 18, and Highland Lakes Association does not knowingly collect personal information online from children under 18 through the Website. If you believe a child has provided personal information through

the Website, please contact us so we can review and address the matter as appropriate.

10. Your Choices and Communications

You may choose not to provide certain personal information, but doing so may limit your ability to use parts of the Website or resident portal, submit requests, receive communications, or access community services online. If you need to update information you have submitted through the Website or want to inquire about communications preferences, you may contact Highland Lakes Association through the contact methods listed below or through its management channels.

11. Ohio Notice

Highland Lakes Association operates this Website in connection with a community association located in Ohio. This Privacy Policy is intended to provide general notice of our online data practices, but it is not a statement that any particular state privacy law applies to the Association in every circumstance. If a specific legal requirement applies to certain data or users, Highland Lakes Association may provide additional notices or procedures as appropriate.

12. Changes to This Privacy Policy

Highland Lakes Association may update this Privacy Policy from time to time. When it does, it will revise the effective date above. Your continued use of the Website after the updated Privacy Policy is posted constitutes your acknowledgment of the revised policy to the extent permitted by law.

13. Contact Information

If you have questions about this Privacy Policy or the Website's data practices, please contact Highland Lakes Association through the contact methods made available on the Website or through its community management company, Capital Property Solutions. Publicly visible materials on the Website reference submissions through the resident portal, email to admin@cpscolumbus.com, and mail to P.O. Box 630, Worthington, Ohio 43085.