



Client Portal - Privacy Policy: Your Privacy Rights

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This policy is effective as of May 2020

Scope and purpose of this policy

This privacy policy (the "Policy") describes the practices of the Client Portal (the "Portal") with regard to information about you that we obtain through your use of the Portal. The Portal is an Internet service, powered by AgentZero, Inc. ("AgentZero," "us," or "we") which allows clients and other authorized users to coordinate and manage their home purchases through electronic communications, increased access to MLS listings, scheduling showings, submitting offers, and access to multiple lenders.

This Policy applies to information we collect through the Portal and how it is used. This Policy also does not apply to the data sharing and privacy practices of your lender. Additionally, this Policy does not apply to information collected by us offline or through any other means, including on any other website operated by us or any third party, including our affiliates and subsidiaries.

What information do we collect?

- Information you provide us:
 - When you register for the Portal, we may ask you to provide the following information:
 - Client first name, client last name, email address, and phone number
- Information we collect from your use of our services:
 - We access cookie technologies on your computer to improve Portal users' experience, including but not limited to: storing user session IDs and enabling "remember me" functionalities for simplified log-in procedures on trusted devices.

- We may automatically collect and store information in our server logs regarding your use of our services and the content you viewed. This information may include: your IP address; device specific information about the device you used to access the Portal; the patterns of searching and browsing that preceded access to the Portal; and the patterns of searching and browsing on the Portal in order to improve our services and for security purposes.
- The Portal does not respond to web browsers' Do Not Track signals.

How do we use your information:

- We may use your information for the following purposes, including but not limited to:
 - To respond to your inquiries and fulfill your requests;
 - To inform you about relevant and important information about the Portal, other services or offerings from your provider for which you are eligible and may be interested in applying, updates to terms, conditions, and policies, and other relevant administrative changes and information relating to the Portal;
 - To deliver relevant marketing information;
 - For business purposes including but not limited to, developing and implementing new products and services from AgentZero, enhancing the functionality of the Portal, data analysis, audits, and to comply with all laws, regulations, and law enforcement requirements;
 - To pull requisite data to adhere to government incentive programs, including but not limited to, your provider's achievement of Meaningful Use standards;
 - To inform you of the opportunity to participate in online surveys, other forms of market research, sweepstakes, contests, and other similar promotions, and to administer these activities;
 - To plan risk control measures, like fraud and abuse detection and prevention.
- We may de-identify and aggregate your data - meaning this data cannot be used to identify or contact you - for our business purposes, including but not limited to analyzing data trends, research, or offering new products and services.
- We track the number of visitors using certain portions and features of the Portal to make any necessary changes to improve the functionality of the Portal.
- We track the popularity of features of the Portal to guide the development of new ones.

Sharing your information:

- We have business relationships with third-party vendors that deliver certain services and content for the Portal. The use and collection of information by these third-party vendors is governed by their respective privacy statements and is not covered by this Policy.

- We also use the following vendors:
 - We use **Google Analytics** for tracking queries submitted to their search engines. We also use Google's DoubleClick technology for tracking our advertisements, enabling "tell-a-friend" social media functionality, and providing us with the contact information of users who submit a request for additional information about our services via click-through advertisements. [View Google's privacy policy](#).
 - We use **MixPanel** in a similar manner as we use Google Analytics to conduct web analytics investigations about users' online activities. [View MixPanel's privacy policy](#).
- Unless otherwise provided in this Policy, we will not disclose your personal information except when:
 - You have given us your consent to share or use information about you;
 - We believe that we need to share information about you to provide a service that you have requested from us or from others;
 - We are required by law to disclose information; or
 - We believe it is necessary to protect our rights or to avoid liability or violations of the law.

Updates to this privacy policy:

- AgentZero reserves the right to make periodic updates and revisions to this Policy. Any updates will be posted on this page. Please check this page to review whether any changes have been made to the Policy.
- AgentZero values the protection of personal information. If you have any specific questions about the Client Portal website privacy policy, please contact us at support@agentzeroonline.com. Client Portal support requests (e.g. trouble logging in, password assistance, access to family members information etc.) or general questions about the portal should be directed to our staff by signing into the Client Portal and sending a secure message or email to support@agentzeroonline.com

Our data protection and security policy:

- AgentZero takes the security and privacy of protected buyer information very seriously. We have implemented technical, administrative, and physical safeguards, which are designed to protect your information from unauthorized use and access. Prudent security practices dictate that some of our procedures cannot be disclosed in detail. However, certain information regarding our security features can be provided upon request by you to the contact information detailed above.

Key Terms:

- **COOKIES:** Cookies are small amounts of text files that are sent from a website to your computer's browser when you visit the site. These cookies are then stored in files within your computer's browser. Web sites can access only the cookies that they have stored on your computer. For example, if the Acme Computer Company stores a cookie on your browser, Acme may access its own cookie to improve the user's online experience, but it could not access any cookies belonging to another company. For every future time you access the website, your browser sends the cookie back to the server, which notifies the website of the user's previous activities on the website. Thus, cookies serve several useful purposes, like letting you navigate between pages more efficiently, saving your preferences, and enhancing your user experience with the website.
- **INTERNET PROTOCOL (IP) ADDRESS:** An IP Address is a numerical label separated by periods that identifies every device (e.g., computer, printer) that participates in a network. IP addresses allow these devices to communicate with one another and transmit relevant information.