

# Privacy Policy

REMC LLC (“REMC,” “we,” or “us”) is committed to protecting your privacy and ensuring you have a positive experience when using the website, [www.remc.co](http://www.remc.co), and all software and services (collectively “Software and Services”) we provide. This Privacy Policy (“Privacy Policy”) describes the types of information we collect about you through the Software and Services, how we use this information, and how we protect it.

This Privacy Policy applies to information we collect through the Software and Services only. We may update our Privacy Policy periodically, so please check back here for the latest version of our Privacy Policy.

## Information Collection

We do not collect any personal information through the Software and Services, other than the information you choose to supply to us voluntarily. You expressly authorize REMC to share this information with the buyer's and seller's agents and brokers and personnel from each of their companies, as necessary to perform the services of our products. We do not collect any sensitive information through the Software and Services, and request that you do not submit any such information to us through the Software and Services. We define "personal information" as information that is unique to you or any other person, and might include a name, address, phone number, and email address. We define "sensitive information" as information that might include a Social Security number, account numbers, or medical information about you or any other person. If you encounter a screen or page that requests information you do not want to share with us, do not enter the information and do not proceed with that screen or page. However, if you choose to withhold requested information, we may not be able to provide you with the services dependent upon the collection of this information, such as setting up an appointment time and providing your personal information and appointment with another agent or brokerage company in connection with the property you are inquiring about. You represent that you have all necessary permissions to submit all information which you submit to us, including any information you submit about a third party.

You may be registered or unregistered when you use our Software and Services. As a registered user, we require, at a minimum, your name, phone number, and e-mail address. We may contact you when necessary, to follow up on the status of your registration, your opinion of certain aspects of our Software and Services, or to provide you with additional information you may need about our Software and Services.

If you do provide us with personal information on the Software and Services, we will only use it for the purposes described where it is collected, and in this Privacy Policy. Your personal

information is necessary to provide the full functionality of the REMC For The MLS and/or REMC Activity or Recruiting Monitoring services. We will not sell or rent your personal information for marketing purposes to a third party without your express consent, or as provided below. We will use de-identified information and personal information for our internal analysis of the Software and Services, and as further described below.

We will not sell, license, transmit or disclose this information outside of REMC unless (1) you expressly authorize us to do so, (2) it is necessary to allow our contractors or agents to provide services for us, (3) it is necessary in order to provide the Software and Services to you, (4) it is necessary in connection with a proposed sale of some or all assets or equity of REMC, and such disclosure is made subject to a confidentiality agreement regarding personal information containing requirements not less stringent than those of this Privacy Policy; or (5) we are required or permitted by law. If you engage in activities such as spoofing, spamming, the posting of libelous, slanderous, defamatory, or infringing materials, or other unlawful acts, we may be required to disclose your personal information and other identifying information to our web hosting provider, third parties or to government authorities. We may also use the personal information you choose to provide to us to improve the content of our Software and Services.

We may aggregate statistics that we gather about our customers, sales, traffic patterns, and services, including, for example, the number of agents added to recruiting lists in a geographic area, the number of agents from each company that used the Software and Services, the number of cancellations, the relative ranking and use of the Software and Services by different companies and/or their agents. We may provide this information to third parties on a de-identified basis. We may select outside companies to provide services on our behalf and use de-identified information in the course of measuring the number of visits, average time spent, page views, and other statistics about visitors to our Software and Services, in general. We may also use this data to monitor the performance of the Software and Services and to make the Software and Services easier and more convenient to use.

The Software and Services does not collect personally identifiable information about your online activities over time and across third-party websites or online services. We have not authorized any third party to collect personally identifiable information about your online activities over time and across different websites when you use the Software and Services. Thus, the REMC website does not respond to web browser "do not track" track signals or other similar mechanisms.

## We Use Your IP Address and Web Browser

We use your IP address as well as the URL of the web page you were just on to help diagnose problems with our server, to administer our Software and Services, and to communicate with

you after you have sent us e-mails. We also collect and use the browser version you are using to access the Software and Services.

## Confidentiality and Security: Personal Information

If you choose to provide personal information to us voluntarily via the Software and Services, we restrict access to such personal information to our employees or others who need to know that information to provide services to you or in the course of conducting our normal business operations. We maintain appropriate physical, electronic, and procedural safeguards to protect such personal information.

## Confidentiality and Security: Sensitive Information

Please do not submit any sensitive information about yourself or others through the Software and Services. The Software and Services are not intended to collect sensitive information and therefore we cannot be responsible for the protection of any sensitive information that you may submit to us via the Software and Services.

## Recordings

Some features of the Software and Services may be recorded. You are responsible for compliance with all laws and regulations, including but not limited to those related to privacy, intellectual property as well as audio and video recording. There are visual and audio cues within the Software and Services to alert participants of a recording. Recordings may contain personal information and may be stored in REMC's systems. An audio or video recording may be stored on a user's local storage device. If a user chooses to do so, REMC does not have any control over the recording.

REMC does not monitor, access or use any recordings, other than for internal use to adjust or improve the Software and Services and provide technical support.

## Right to Verify the Accuracy of Information We Collect

Keeping information accurate and up to date is important to us. An individual may see and correct their personal information that they provided to us, subject to certain legal or contractual limitations. Contact us at the address provided below if you wish to verify your personal information.

# Information Collected from Children

We are strongly committed to preserving privacy for all users of the Software and Services, including children. The Software and Services are for a general audience and we do not knowingly collect information about children or sell products to children. Consistent with the Children's Online Privacy Protection Act, we will not knowingly collect any information from children under the age of 13. If you are under the age of 13, you are not permitted to submit information through the Software and Services.

## Email

We appreciate your questions and comments about our Software and Services and welcome your email messages to mailboxes listed on our Software and Services. We will share your messages with those within our organization that are most capable of addressing the issues contained in your message. We will keep a copy of your message until we have an opportunity to address your concerns. We may archive your message for a certain period of time or discard it, but your email address will not be used for any other purpose. If you provide e-mail feedback about the Software and Services, we may publish that feedback on our Software and Services using your name. If you send us e-mails, from time to time we may send updates to you about services which may be of interest to you.

## Browser Cookies, Flash Cookies and Web Beacons

A browser cookie is a piece of information that a web server may place on your computer when you use the Software and Services. Browser cookies are commonly used by websites to improve the user experience. Many browser cookies last only through a single website session or visit. Others may have an expiration date or may remain on your computer until you delete them.

Certain features of our Software and Services may use local stored objects known as Flash cookies to collect and store information about your preferences and navigation to, from, and on our Software and Services. Flash cookies are not managed by the same browser settings as are used for browser cookies.

Our Software and Services may contain small electronic files known as web beacons that permit REMC, for example, to count users who have visited the REMC website and for other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity).

We may use browser cookies, flash cookies and web beacons (collectively “Cookies”) for a number of purposes - for example, to maintain continuity during a user session, to gather data about the usage of our Software and Services for research and other purposes, to store your preferences for certain kinds of information, or to store a user name or identification number so that you do not have to provide this information every time you return to our Software and Services.

Our Cookies will track only your activity relating to your online activity on the Software and Services and will not track your other internet activity. Our Cookies do not gather personal information other than such information that you supply.

You can decide if and how your computer will accept a Cookie by configuring your preferences or options in your browser. However, if you choose to reject Cookies, you may not be able to use certain of our Software and Services features.

We may occasionally use other companies to set Cookies on our Software and Services and gather Cookie information for us. In some cases, we may also use another company to operate web servers for our Software and Services. We use the Cookie information gathered by these companies in the same manner as stated above.

In addition to the information we collect from Cookies, we also obtain information which you provide to us online. In some cases, we retain both the Cookie information and/or the information you provide to us online - for example, to complete a transaction you requested or to keep historical records of your past transactions. In other cases, we only retain the Cookie and/or online information you give us if you request us to do so for your use in subsequent sessions.

## Links to Other Websites

For your convenience, we may provide links to other websites or services that we do not control. We are not responsible for the privacy practices of any websites or services not under our control and we do not endorse any of these websites or services, the services or products described or, or any of the content contained on those websites or services.

## Your California Privacy Rights

§1798.83 of the California Civil Code permits users of our Software and Services that are California residents to request certain information regarding our disclosure of personal information to third parties for their direct marketing purposes. To make such a request, please send an email to [webmaster@remc.co](mailto:webmaster@remc.co) or write us at: PO BOX 778, Candler, NC 28715.

## Data Security

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure. All information you provide to us is stored on our secure servers behind firewalls.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Software and Services, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our Software and Services. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Software and Services.

## Change in Privacy Policy

We may change this Privacy Policy at any time and from time to time. The most recent version of the Privacy Policy is reflected by the version date located at the bottom of this Privacy Policy. This Privacy Policy is not intended to and does not create any contractual or other legal right in or on behalf of any party.

## Contacting Us

If you have any questions about this Privacy Policy, please write to us at [privacy@remc.co](mailto:privacy@remc.co).

*Last Updated: August 24, 2022*