

PARK VISTA ELECTRONIC COMMUNICATIONS POLICIES

Electronic Communications Privacy Policy

Effective July 24, 2026

The Mission Hills Phase V Homeowners Association, commonly known as Park Vista (the “Association,” “we,” “us,” or “our”), respects the privacy of homeowners and residents. This policy explains how we collect, use, protect, retain, and disclose information used for Association email and SMS text communications.

1. Information We Collect

We may collect information provided directly to the Association or through an electronic signup form, including:

- Name, property address or unit number, email address, and telephone number;
- Email and SMS subscription preferences and consent records; and
- Delivery, bounce, opening, link-selection, help-request, and opt-out information generated through our communication platforms.

2. How We Use Information

We use this information only for Association business and community communications, such as meeting notices and reminders, community announcements, maintenance or service updates, emergency or time-sensitive information, election and voting reminders, surveys, and updates concerning projects, assessments, budgets, finances, rules, governing documents, or other matters affecting the community. The Association does not use its email or SMS programs to advertise or sell commercial products or services.

3. Sharing and Disclosure

The Association does not sell or rent contact information. We do not share email addresses, mobile numbers, SMS opt-in information, consent records, or subscription information with third parties for their own marketing or promotional purposes. Information may be accessed by authorized Association representatives who administer communications and by service providers—such as Mailchimp, email or telecommunications providers, website hosts, and technical-support providers—only as needed to operate, secure, and document the programs. We may also disclose information when reasonably necessary to comply with law, legal process, or the Association’s governing documents.

4. Security and Retention

The Association uses reasonable administrative and technical safeguards and limits access to those with a legitimate Association purpose. Information may be stored by third-party service providers. No electronic system can be guaranteed completely secure. We retain contact information, consent and opt-out records, communication records, and preferences only as long as reasonably necessary to operate the programs, maintain accurate records, meet Association recordkeeping responsibilities, and comply with applicable requirements.

5. Your Choices

You may unsubscribe from optional Association email communications through the unsubscribe link in an email. You may opt out of SMS messages by replying STOP. You may contact the Association to update your contact information or communication preferences. Opting out of optional communications does not prevent the Association from sending notices through another method permitted by applicable requirements, the governing documents, or an owner’s designated delivery preferences.

6. Links, Updates, and Contact

Electronic communications may link to the Association’s website or third-party sites. The Association is not responsible for third-party privacy, content, security, or availability. We may update this policy as practices, providers, or legal obligations change; the current version will be posted with its effective date. Questions may be directed to the Communications Committee Chair or Millennium Community Management at the contact information on page 3.

This policy applies to the Association’s voluntary electronic communication programs and does not amend the governing documents or legally required notice procedures.

PARK VISTA ELECTRONIC COMMUNICATIONS POLICIES

Email and SMS Communications Terms and Conditions

Effective July 24, 2026

1. Program Description

The Association uses email and SMS text messaging to provide HOA and community information to homeowners and residents. Messages may include meeting notices and reminders, community announcements, maintenance and service updates, emergency or time-sensitive information, election and voting reminders, surveys, project updates, and information about assessments, budgets, finances, rules, governing documents, ballots, forms, meeting materials, or other Association business. These programs are not used to advertise or sell commercial products or services.

2. Consent and Enrollment

Email. By providing an email address and subscribing to Association email communications, you authorize the Association to send Association-related messages to that address.

SMS. By enrolling in the Association's SMS program, you expressly consent to receive recurring Association-related text messages at the mobile number you provide, including messages sent through an automated platform. Email consent and SMS consent are separate. Participation is voluntary and is not a condition of owning property, residing in the community, receiving Association services, or exercising membership rights.

You represent that the contact information you provide is accurate and that you are authorized to receive communications at the email address or mobile number provided. The Association may maintain records of enrollment and consent.

3. Frequency and Charges

Message frequency varies with Association activity and community needs. Approximately six to eight email and/or SMS messages per month may be expected, but messages may be sent more or less frequently because of meetings, projects, elections, maintenance, emergencies, or other Association business. The Association does not charge a separate program fee. Standard message, data, internet, or carrier charges may apply under your service plan.

4. Unsubscribe, Opt Out, and Help

Email. Use the unsubscribe link included in an optional Association email or contact the Association to update your email preferences. A message already scheduled or being processed may still be delivered.

SMS. Reply STOP at any time to opt out. You may receive one final message confirming the opt-out, and no additional program texts will be sent unless you enroll again. Reply HELP for assistance, or contact the Association using the information on page 3.

5. Privacy

The Association's Electronic Communications Privacy Policy explains how contact, consent, subscription, and engagement information is handled. It is available at: <https://parkvistamissionhills.com/documents>.

6. Delivery and Carrier Limitations

Delivery depends on email systems, internet and wireless networks, mobile carriers, devices, filters, and third-party providers. Messages may be delayed, blocked, filtered, misdirected, incomplete, or undelivered. Neither the Association, Mailchimp, nor participating mobile carriers is liable for delayed or undelivered SMS messages caused by circumstances outside their reasonable control. The Association cannot guarantee that every message will be received, viewed, or read.

7. Formal Association Notices

Email and SMS messages are generally provided as a convenience and supplement to the Association's regular communication methods. Unless a communication expressly states otherwise and is delivered through a legally permitted method, an SMS message does not replace a formal ballot, meeting notice, assessment notice, hearing or disciplinary notice, or another communication that must be delivered in a specified manner. Homeowners remain responsible for reviewing official Association correspondence sent through authorized methods.

8. Contact Information and Reassigned Numbers

You are responsible for notifying the Association when your email address or telephone number changes. If you transfer, cancel, or reassign a mobile number, promptly reply STOP before the transfer or notify the Association so the number can be removed from the SMS program.

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9. Appropriate Use and Emergencies

Do not rely on an automated email or SMS reply to report an emergency unless the communication specifically states that replies are monitored for that purpose. For an immediate threat to life, health, safety, or property, contact 911 or the appropriate public agency.

10. Changes to the Programs or Terms

The Association may modify, suspend, or discontinue its email or SMS programs and may update these Terms periodically. The current version will be posted on the Association's website with its effective date. Continued participation after an update constitutes acceptance of the revised Terms to the extent permitted by applicable law.

11. Contact Information

Mission Hills Phase V Homeowners Association (Park Vista)

c/o Millennium Community Management

44901 Village Court, Suite C

Palm Desert, CA 92260

Telephone: 760-834-8948

Administrative notice: These Terms govern the Association's voluntary electronic communication programs. They are not intended to amend the Association's governing documents, Rules and Regulations, membership rights, or legally required notice procedures.