



ROPER PROPERTY MANAGEMENT PRIVACY POLICY

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OUR GOAL

Privacy Policy & Data Security

At Roper Property Management, we respect your privacy as much as we respect your property.

What We Collect & Why:

- **Contact Information:** Your name, address, email, and phone number are used strictly for service scheduling, "On-the-Way" SMS alerts, and sending your Weekly Report Cards.
- **Payment Security:** To ensure your financial safety, we do not store your full credit card details on our local devices. All payments are processed through our secure, PCI-compliant Client Hub.
- **Property Data:** Photos taken of your lawn are used for internal "health check-ups," tracking progress, and providing you with accurate site-specific advice.

Our Commitment:

- **No Selling:** We will never sell or rent your personal information to third parties.
- **Limited Access:** Your data is only accessible to Alicia and A.J. for the purpose of managing your account and providing expert care.
- **Opt-Out:** You can manage your communication preferences (like newsletter or SMS alerts) at any time via the Client Hub.

By partnering with us, you trust us with your home's exterior; we honor that trust by keeping your personal information safe and secure.