

# Privacy Policy

**ProCare Association Management**  
4016 Cortez Rd. West, Suite 1201  
Bradenton, FL 34210  
Phone: (941) 909-8271

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## Overview

ProCare Association Management (“we,” “our,” or “us”) is committed to safeguarding your privacy and protecting your personal information in accordance with applicable laws and recognized industry standards, including the Better Business Bureau (BBB) Code of Business Practices.

This Privacy Policy explains what information we collect, how it is used, how it is protected, and your rights regarding that information. This policy applies to information collected through our website and in the course of providing property management services.

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## Information We Collect

We collect only information that you voluntarily provide or that is necessary to perform our services. This may include:

- Name, address, phone number, and email address
- Property and homeowners’/condominium association details
- Payment and billing information
- Communications and service requests

We may also collect limited technical data such as IP address and website usage to improve functionality and user experience.

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## How We Use Your Information

We use your information for legitimate business purposes, including:

- Responding to inquiries and providing customer service
- Managing association accounts, records, and communications
- Processing payments, assessments, and fees
- Coordinating maintenance, repairs, and vendor services
- Enforcing governing documents (Declarations, Bylaws, Rules & Regulations)

Privacy Policy: ProCare Association Management collects and uses personal information solely to provide property management services and communicate with clients and residents. We do not sell or rent your information and take reasonable measures to protect it. Certain information may be shared with associations or as required by Florida law. For details, contact us at (941) 909-8271.”

- Complying with legal and regulatory requirements
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## HOA and Condominium Disclosures (Florida)

As a property management company, ProCare Association Management acts as an agent on behalf of homeowners' associations and condominium associations.

Certain records we maintain may be considered **official records of the Association** under Florida law and may be subject to inspection by owners or authorized parties.

Information may be shared with:

- The Association's Board of Directors
- Legal counsel, accountants, and authorized vendors
- Government agencies or as required by law

Your privacy rights may be limited where disclosure is required by statute, governing documents, or legal process.

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## Information Sharing

We do **not sell or rent** personal information.

We may share your information only when necessary to:

- Provide requested services
  - Process payments or fulfill transactions
  - Comply with legal obligations
  - Protect the rights and operations of the Association
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## Your Access and Choices

You have the right to:

- Request access to the personal data we maintain about you
- Request corrections to inaccurate information
- Request deletion of data where legally permitted
- Opt out of future non-essential communications

Requests can be made using the contact information provided below.

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## **Data Security**

We take reasonable precautions to protect your information both online and offline, including:

- Secure (HTTPS) transmission of sensitive data
- Encryption of financial information where applicable
- Restricted access to authorized personnel only
- Secure storage systems and environments

While we follow industry standards, no method of transmission or storage is completely secure.

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## **Data Retention**

We retain personal information only as long as necessary to:

- Provide services and maintain business operations
  - Comply with legal, accounting, and recordkeeping requirements
  - Meet obligations under Florida law and association governing documents
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## **Cookies and Website Use**

Our website may use cookies or similar technologies to improve user experience and analyze website performance. You may disable cookies through your browser settings if preferred.

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## **Notice of Changes**

We reserve the right to update this Privacy Policy at any time. Any changes will be posted on this page with an updated effective date.

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## **Redress / Complaints**

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If you believe we are not complying with this Privacy Policy or have concerns about how your information is handled, please contact us immediately.

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## **Contact Information**

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