

RV Haven LP — Privacy Policy

Effective date: August 25, 2026

RV Haven LP ("RV Haven," "we," "us," or "our") operates RV Haven Park and rvhavenpark.com. This Privacy Policy explains what personal information we collect, how we use it, who we share it with, and the choices you have. It applies to our website, our RV site and apartment leasing services, and our SMS/text messaging program.

1. Information We Collect

We collect the following personal information when you inquire about, reserve, or lease an RV site or apartment, or when you contact us:

- **Contact information:** name, mailing address, email address, and mobile phone number
- **Lease and account information:** site or unit number, lease dates, vehicle and RV information (make, model, length, license plate), emergency contact, and payment history
- **Payment information:** billing address and payment method details, processed through our third-party payment processor (we do not store full card numbers)
- **Maintenance and service records:** repair requests, work orders, and related communications
- **Communications:** the content of texts, emails, calls, and web form submissions you send us
- **Website data:** IP address, browser type, pages visited, and similar technical information collected automatically through cookies or analytics tools

2. How We Use Your Information

We use personal information to:

- Process reservations, applications, and lease agreements
- Bill for rent, utilities, and services and process payments
- Respond to maintenance requests and coordinate repairs
- Send account notifications, payment reminders, and park operational notices (for example, water shut-offs, severe weather, or gate/access updates)
- Communicate with you by text message when you have opted in (see Section 5)
- Comply with legal obligations, enforce our lease terms and park rules, and protect the safety of our residents and property
- Operate, maintain, and improve our website and services

3. Who We Share Your Information With

We do not sell your personal information. We share personal information only in the following circumstances:

- **Service providers:** vendors who perform services on our behalf, such as payment processing, reservation and property-management software, SMS delivery platforms, and maintenance contractors. These providers may only use your information to perform services for us.
- **Legal requirements:** when required by law, subpoena, court order, or governmental request, or to protect our rights, property, or safety or that of our residents.

- **Business transfers:** in connection with a sale, merger, or transfer of all or part of our business, subject to this Privacy Policy.

4. SMS Consent and Mobile Information

SMS consent is not shared with third parties or affiliates.

No mobile information, including phone numbers and SMS opt-in consent, will be shared with third parties or affiliates for marketing or promotional purposes. Text messaging originator opt-in data and consent will not be shared with any third parties. Information sharing with subcontractors that support our services, such as SMS delivery platforms and customer-service tools, is permitted solely so those subcontractors can deliver messages on our behalf.

5. SMS/Text Messaging Program

By providing your mobile number and opting in through our web form, lease application, or by texting us, you consent to receive text messages from RV Haven LP related to your account and tenancy, including:

- Maintenance and repair coordination
- Account and payment notifications
- Park operational notices and updates
- Responses to inquiries you send us

Message frequency varies. Message and data rates may apply. You can opt out at any time by replying **STOP** to any message. For help, reply **HELP** or visit rvhavenpark.com. Full program terms are in our SMS Terms & Conditions.

6. Cookies and Website Analytics

Our website may use cookies and third-party analytics tools to understand site traffic and improve the site. You can disable cookies through your browser settings; some site features may not function properly if you do.

7. Data Security and Retention

We use reasonable administrative, technical, and physical safeguards to protect personal information. We retain lease and account records for as long as needed to provide services, meet legal and accounting obligations, and resolve disputes. No method of transmission or storage is completely secure, and we cannot guarantee absolute security.

8. Your Choices

You may request access to, correction of, or deletion of your personal information (subject to our legal retention obligations) by contacting us using the information below. You may opt out of text messages at any time by replying **STOP**.

9. Children's Privacy

Our services are directed to adults. We do not knowingly collect personal information from anyone under 18.

10. Changes to This Policy

We may update this Privacy Policy from time to time. The effective date at the top reflects the most recent version. Continued use of our services after changes are posted constitutes acceptance of the updated policy.

11. Contact Us

RV Haven LP
14703 I and GN Road
College Station, TX 77845
Phone: (979) 324-2972
Email: boillatc@proton.me
Website: rvhavenpark.com

RV Haven LP — SMS Terms & Conditions

Effective date: August 25, 2026

1. Program Description

By opting in to text messaging from a web form, lease application, or other medium, you agree to receive SMS messages from RV Haven LP. This program provides customer-care and account messages for RV site and apartment residents, including:

- Maintenance and repair coordination (for example, scheduling a service visit or troubleshooting an issue you reported)
- Account notifications and payment reminders
- Park operational notices (utility interruptions, weather alerts, access or gate updates)
- Replies to questions or requests you send us

We do not send marketing or promotional messages through this program.

2. Consent

You consent to receive text messages by providing your mobile phone number and checking the SMS consent box on our web form or lease application, or by texting us first. Consent is not a condition of leasing an RV site or apartment from us.

3. Message Frequency

Messaging frequency may vary depending on your account activity and any maintenance or operational matters affecting your site or unit.

4. Fees

Message and data rates may apply. Check with your wireless carrier for details about your plan.

5. Opting Out

To opt out at any time, text **STOP** to any message you receive from us. You will receive a single confirmation message, after which you will no longer receive texts from this program. To re-enroll, reply **START** or opt in again through our web form.

6. Help and Support

For assistance, text **HELP** or visit our website at rvhavenpark.com. You may also call (979) 324-2972 or email boillatc@proton.me.

7. Supported Carriers

Messages are supported on major U.S. carriers. Carriers are not liable for delayed or undelivered messages.

8. Privacy

Your mobile information and SMS consent are not shared with third parties or affiliates for marketing or promotional purposes. Visit <https://www.rvhavenpark.com/privacy> for our Privacy Policy and <https://www.rvhavenpark.com/sms-terms> for these Terms of Service.

9. Changes

We may modify these Terms at any time. Continued participation in the program after changes are posted constitutes acceptance of the updated Terms.

Web Form Consent Language

Place this checkbox next to the mobile number field on any web form or lease application that collects phone numbers, unchecked by default, with the policy links directly beside it:

☐ By checking this box, I agree to receive text messages from RV Haven LP related to my account, maintenance requests, and park notices at the number provided. Message frequency varies. Message and data rates may apply. Reply STOP to opt out or HELP for help. Consent is not a condition of leasing. See our Privacy Policy (<https://www.rvhavenpark.com/privacy>) and SMS Terms (<https://www.rvhavenpark.com/sms-terms>).