

RV Haven Park Privacy Policy

RV Haven LP d/b/a RV Haven Park | Effective date: September 27, 2026

RV Haven LP, doing business as RV Haven Park ("RV Haven Park," "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 and 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.

The sharing described in this section never includes mobile information or SMS consent for marketing purposes. See Section 4.

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

If you check the SMS consent box on the contact form at rvhavenpark.com/contact, you consent to receive text messages from RV Haven Park related to account notifications and customer care, including:

- Reservation confirmations, check-in and check-out reminders
- Rent, billing, and payment reminders
- Park notices, such as maintenance, utility interruptions, and weather alerts
- Responses to questions or requests you send us

Consent is optional and is not a condition of any purchase, reservation, or lease. The consent box is never pre-checked. We do not send marketing or promotional messages through this program.

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, call or text (979) 777-3663, or email info@rvhavenpark.com. Full program terms are in our [SMS Terms and 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

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