



## **Trust Master, LLC Privacy & Security Policies**

Trust Master, LLC has implemented detailed policies and procedures regarding access to all home information by our employees. We have established standards for protection of your home information. We also have carefully outlined the circumstances under which your home information may be released to parties outside the organization. These policies conform to state and federal law and are designed to safeguard your privacy.

Our employees are educated in our privacy policies. They know they are entitled to access home information only as necessary to provide service to you or for other authorized, legitimate reasons. An employee's violation of Trust Master, LLC's privacy policies would be considered a serious offense. Failure of an employee to protect customer home information from accidental or unauthorized access is not tolerated.

For additional information regarding Trust Master, LLC's privacy practices, see our Notice of Privacy Practices.

## **Your eHomeManage Profile Information**

As we manage your home, we maintain documentation of your homes service history to include your homes customized profile, inspection reports, maintenance records and all services provided, including the results of all equipment tests and procedures. eHomeManage Profile is an internet application that enables a customer to have secure web-based access to selected information pertaining to their home.

eHomeManage Profile also allows secure electronic note messaging. An eHomeManage Provider Note maybe created and posted on your permanent eHomeManage Profile at the discretion of a professional Trust Master home manager. Once it is made part of your record, it will be accessible to current and future Trust Master, LLC personnel who participate in the management of your home.

## **Your Security Responsibilities**

When you initially enroll to use eHomeManage Profile, you will be given a temporary password. It is recommended that you change the temporary password for confidentiality reasons. You should prevent disclosure of your username and password, and you should change your password if you believe that your security may have been compromised. In addition, you should change your password regularly to help maintain the security of your

account. You can change your password online at any time by logging into eHomeManage Profile and clicking on “Your Account” option. At this point, you can change your password by typing in your new password in the “New Password” and “Confirm Password” boxes and then clicking the “Submit” button. A new password will then be automatically emailed to you.

**If you have any questions about the security of your password, please call Trust Master at 763-213-0700.**

### **eHomeManage Maintenance Messaging**

All communications from eHomeManage Maintenance Messaging is carried over a secure, encrypted connection. While you may receive eHomeManage Maintenance Messaging email notifications, these emails will not contain any confidential home information. However, any person with access to the email account to which such messages are sent will be able to see the notifications.

### **Restrictions**

eHomeManage Profile does not reproduce a customers entire home history online, but instead provides access to selected information such as custom home profile to include mechanical/plumbing/exterior/structural/electronic inventories with Provider & User Notes, inspection reports, maintenance records, and other such information. Even within categories of information that are generally made available through eHomeManage Profile, posting of information is strictly at the discretion of the individual Trust Master home management professional.

Trust Master, LLC reserves the right to terminate access to eHomeManage Profile at any time, for any reason or no reason. In addition, a user's access to eHomeManage Profile will be terminated if Trust Master, LLC determines that the user has misused or abused the system, violated any applicable terms of use, or used the system for purposes other than those for which it is intended to be used.