

Privacy Policy

Last updated: 10/28/2025

The Urban Avenue LLC is committed to protecting your privacy. This Privacy Policy outlines how we collect, use, and protect your personal information - including how we handle phone numbers and text messaging (SMS) communication.

1. What Information We Collect

We may collect and store personal information you voluntarily provide to us, including:

- Name
 - Email address
 - Phone number
 - Apartment preferences or search criteria
 - Any other information you provide when contacting us
-

2. How We Use Your Information

We use the information you provide to:

- Assist with your apartment search
 - Respond to inquiries and follow up with relevant rental listings
 - Schedule tours and confirm appointments
 - Provide customer support
-

3. SMS Communication

When you text our business number or give verbal permission (in person or over the phone), you agree to receive messages from us related to your apartment search.

By initiating or consenting to SMS communication, you acknowledge and agree to the following:

- **Message and data rates may apply**
- **Message frequency may vary** depending on your needs and activity
- You can **opt out** of future messages at any time by replying **STOP**
- You can receive assistance by replying **HELP**

We do **not** send promotional or unsolicited text messages. All SMS communication is one-on-one and based on customer interest or consent.

4. Your Privacy and Data Protection

We will never sell, rent, or distribute your personal information - including your phone number - to third parties for marketing purposes.

Your data is used solely for communication related to your apartment search and any services you've requested from us.

5. How to Access or Delete Your Information

You may contact us at any time to:

- Request a copy of the information we have about you
- Ask us to delete your personal information
- Opt out of any future communication

To make a request, please email: info@theurbanavenue.com

6. Changes to This Policy

We may update this Privacy Policy from time to time. The date at the top of this page will reflect the latest update. Continued use of our services means you agree to the updated terms.

7. Contact Us

If you have any questions about this policy or how we handle your data, please contact:

The Urban Avenue

Email: info@theurbanavenue.com

Website: <https://theurbanavenue.com>