

## Keller Williams Online Privacy Policy

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Keller Williams Realty, Inc. ("Keller Williams") provides you with this privacy policy ("Privacy Policy") to let you know Keller Williams' information collection and usage policies and practices that apply to information collected on the Keller Williams website at [careers.kw.com](https://careers.kw.com) (the "Site"). By using the Site, you agree to the terms of this Privacy Policy and agree to be bound by the Site's Terms of Use, available [here](#). If you do not agree with this Privacy Policy or the Terms of Use, you should discontinue your use of the Site.

### Information Collection

When you visit the Site, Keller Williams collects information about you and your browsing habits. The information we collect depends on the pages of our website you visit and what you do during your visit.

Keller Williams may collect information from you automatically when you visit our website, which may include the name of the domain and host from which you access the Internet; the Internet protocol (IP) address of your computer; the type of browser and software operating system you use; web log data, including the date and time you access our website; and the Internet address of the website from which you linked to our site.

Several companies offer tools that allow people to browse the web anonymously. We cannot provide you a personalized experience if you use these tools, because we cannot recognize you and your computer. However, we want to ensure you know of their existence. Because Keller Williams does not track your online activities over time and across third party websites in order to provide targeted advertising, Keller Williams does not respond to Do Not Track (DNT) signals.

Keller Williams may also use cookies to enhance browsing on our website. "Cookies" are small files or records that are placed on your computer's hard drive to collect information about your activities on our website. You can choose to have your browser warn you every time a cookie is being sent to you, and you can turn off cookie placement. If you refuse, your overall browsing experience can be affected and may prevent you from fully using the Site. To learn more about cookies, visit [www.allaboutcookies.org](http://www.allaboutcookies.org). Keller Williams may also use "message format" and "message open" sensing technologies to enable Keller Williams to recognize whether you have enabled your email program to receive HTML emails. If so, this information is associated with your email address so that we can send subsequent messages to you in HTML format. The "message open" sensing technology allows us to recognize whether you have opened our email messages. We can only detect this if you have enabled your email program to receive HTML emails.

For most of the browsing services on the Site, Keller Williams does not require your personal information. There are portions of the Site where you will be given the option to provide information about you. The information that

you may be asked to provide may include your name, email address, telephone number, and address. Depending on your request and other circumstances, other information may also be collected. It is your discretion and determination whether to provide such information. If you use the Site to inquire about a property or contact a real estate agent, broker, or office, the information you have provided may be shared with a Keller Williams real estate agent, broker, or market center. Additionally, when you use the Site to search for a property, you may be directed to a website operated by a Keller Williams franchisee and we may provide that Keller Williams office or real estate agent with the information you have provided (e.g. your contact information as provided by you or the parameters of your search) in addition to information automatically collected about you (e.g. your browser type or operating system version).

### **Use of the Information**

Keller Williams uses the information it collects (whether submitted by you or automatically collected) to respond to your requests, to provide you with information that Keller Williams thinks may be of interest to you, and to operate its business. Keller Williams may also disclose your information to its affiliates, agents, and third-party vendors and service providers working on our behalf.. Keller Williams has implemented technical measures to protect against the risks of unauthorized access to, erroneous disclosure of, and unlawful interception of Personally Identifiable Information. You should know, however, that Keller Williams cannot fully eliminate such risks.

In addition, Keller Williams may disclose aggregated data and statistics in order to describe the Site to prospective partners, advertisers, and other third parties, and for other lawful purposes. Additionally, Keller Williams may disclose part or all of a user's personal information when Keller Williams believes, in good faith, that the law requires or compels such disclosure, or when Keller Williams has good faith reason to believe that disclosure is necessary to protect Keller Williams' rights or property, the rights of another user or to prevent harm. Further, Keller Williams may disclose information provided by you as part of any merger, sale, acquisition, or other acquisition of same or all of Keller Williams or its assets.

### **Your Choices**

Keller Williams does not require you to provide personal information in order to use the Site. However, if you choose to not provide requested personal information, your ability to use all of the Site's features may be limited or you may not receive the information that you are requesting. By choosing to provide personal information, you agree to the terms of this Privacy Policy.

If you do not want to receive e-mail or other mail from Keller Williams, please contact us at [support@kw.com](mailto:support@kw.com). If you do not want to receive legal notices or other communications from Keller Williams, it is your responsibility to review and monitor the Site for such notices and communications.

### **Underage Customers**

This Site is not designed nor intended to collect information from children under the age of 13. In addition, Keller Williams does not knowingly collect information from children under the age of 13.

Keller Williams markets our products and services exclusively to adults. If you are younger than age 18, you may use our website only with the permission and involvement of your parents or guardian.

### **Links to Third-Party Websites**

When you click on links on the Site that take you to third-party website(s), you will be subject to the third parties' privacy policies. Keller Williams cannot and does not accept responsibility for the content or actions of any third-party website(s). We encourage you to read the posted privacy statement of every site you visit, whether you are linking from our site or browsing on your own. When you visit the Site or other third-party websites via links on the Site, depending on your browser settings and/or configurations and/or the sites you visit, some third-party sites may collect information about your online activities and browsing habits. Keller Williams does not control the information these third parties collect about you and your online activities.

### **Changes to Our Privacy Policy**

This privacy policy was last updated on January 3, 2014. We reserve the right to modify or amend this policy at any time by posting the revised Privacy Policy on our Site. If we modify, amend, or otherwise revise this policy, we will revise the date. This Privacy Policy is effective as of the most recent date it was amended. We encourage you to periodically review this Privacy Policy for the latest information on our privacy practices.

### **Safe Harbor Policy Statement**

Keller Williams complies with the U.S.-EU and U.S.-Swiss Safe Harbor Frameworks as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information from European Union member countries and Switzerland, with respect to the following:

- customers who list properties with Keller Williams,
- customers who purchase or rent Keller Williams listed properties, and
- authorized independent real estate agents of Keller Williams.

Keller Williams has certified that it adheres to the Safe Harbor Privacy Principles of notice, choice, onward transfer, security, data integrity, access, and enforcement, with respect to the above information. To learn more about the Safe Harbor program, and to view Keller Williams's certification page, please visit <http://www.export.gov/safeharbor/>.

In compliance with the US-EU and US-Swiss Safe Harbor Principles, Keller Williams commits to resolve complaints about your privacy and our collection or use of your personal

information. European Union or Swiss citizens with inquiries or complaints regarding this privacy policy should first contact us at [eusafeharbor@kw.com](mailto:eusafeharbor@kw.com).

Keller Williams has further committed to refer unresolved privacy complaints under the US-EU and US-Swiss Safe Harbor Principles to an independent dispute resolution mechanism, the BBB EU SAFE HARBOR, operated by the Council of Better Business Bureaus. If you do not receive timely acknowledgment of your complaint, or if your complaint is not satisfactorily addressed by Keller Williams, please visit the BBB EU SAFE HARBOR web site at [www.bbb.org/us/safe-harbor-complaints](http://www.bbb.org/us/safe-harbor-complaints) for more information and to file a complaint.

#### **Governing Law**

This Privacy Policy is governed by the laws of the State of Texas without giving effect to any principles of conflict of law. All claims arising out of or relating to this Privacy Policy or the Site's Terms of Use will be litigated exclusively in the federal or state courts of Travis County, Texas, USA, and you and Keller Williams consent to personal jurisdiction in those courts.

#### **Questions or Comments**

If you have any questions regarding our privacy policy, please email us at [support@kw.com](mailto:support@kw.com).