

PRIVACY POLICY

Pivot Real Estate Company

Effective Date: July 10, 2026

Pivot Real Estate Company (“Pivot,” “we,” “us,” or “our”) respects your privacy. This Privacy Policy explains what information we collect through our website and related services (the “Services”), how we use and share it, and the choices and rights you have. By using our Services, you agree to this Policy.

1. Information We Collect

Information you provide to us. When you contact us, submit an agent application or request form, or communicate with us, we may collect your name, email address, phone number, real estate license number, and any other information you choose to provide.

Payment information. When you pay an onboarding fee or enroll in a monthly sponsorship subscription, payment is processed by our third-party payment processor, Square. We do not collect or store your full payment card number; Square processes and stores that information subject to its own terms and privacy policy.

Information collected automatically. When you visit our website, we may automatically collect certain information through cookies and similar technologies, including your IP address, browser type, device information, pages viewed, and usage data.

2. How We Use Your Information

We use the information we collect to:

- Respond to your inquiries and communicate with you;
- Process agent applications and administer onboarding and sponsorship;
- Process payments and manage subscriptions through our payment processor;
- Operate, maintain, and improve our Services;
- Send administrative and transactional messages, including onboarding communications;
- Comply with legal, regulatory, and Texas Real Estate Commission (TREC) recordkeeping obligations; and
- Protect the security and integrity of our Services.

3. How We Share Your Information

We do not sell your personal information. We may share information with:

- Service providers who perform functions on our behalf — such as our payment processor (Square), email and communication providers, data/records management tools, website hosting, and analytics providers;
- Regulators or authorities where required by law, legal process, or to comply with TREC and other regulatory requirements; and
- A successor entity in connection with a merger, acquisition, or sale of assets.

4. Cookies & Analytics

Our website may use cookies and analytics tools to understand how visitors use the site. You can control cookies through your browser settings. Disabling cookies may affect certain features of the Services.

5. Data Retention

We retain personal information for as long as necessary to fulfill the purposes described in this Policy and to comply with our legal and regulatory obligations. Certain brokerage and transaction records are retained for a minimum of four (4) years as required by TREC rules.

6. Your Privacy Rights

Depending on your state of residence, you may have rights regarding your personal information, including the right to access, correct, delete, or obtain a copy of the personal information we hold about you, and to opt out of certain processing. Texas residents have rights under the Texas Data Privacy and Security Act, and residents of other states (such as California) may have rights under their applicable state privacy laws. To exercise any of these rights, contact us using the information in Section 10. We will not discriminate against you for exercising your rights.

7. Data Security

We use reasonable administrative, technical, and physical safeguards designed to protect personal information. However, no method of transmission or storage is completely secure, and we cannot guarantee absolute security.

8. Children's Privacy

Our Services are intended for individuals who are at least 18 years old and are not directed to children. We do not knowingly collect personal information from children.

9. Third-Party Links

Our Services may contain links to third-party websites and services, including our payment processor. We are not responsible for the privacy practices of those third parties, and we encourage you to review their privacy policies.

10. Changes to This Policy

We may update this Privacy Policy from time to time. Changes are effective when the updated Policy is posted, with a revised effective date.

11. Contact Us

Pivot Real Estate Company

Designated Broker: Christopher Zakraysek (TREC #718071-B) — TREC Firm License #9010873-BB

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This document is provided for general informational purposes and does not constitute legal advice. Pivot Real Estate Company recommends review by qualified legal counsel before publication.