

Subject:

Important Update: Changes to Document Storage Policy

Body:

Dear Clients,

We hope this message finds you well. We are reaching out to inform you of an important update regarding our document storage policy. As part of our ongoing commitment to safeguarding your data and enhancing security measures, we will be implementing changes to how we handle certain sensitive documents within our system.

Currently, our practice involves storing user Driver's Licenses, Vehicle Registrations, and Proof of Insurances perpetually, providing you with convenient access whenever needed. However, in today's digital world, data breaches are unfortunately a growing concern. To mitigate the risks associated with prolonged data retention, we have made the decision to transition to a more secure approach.

Effective Wednesday, May 1st, 2024, we will **no longer** be retaining these documents perpetually. Instead, we will only store them temporarily while your resident's vehicle applications are *pending approval*. When applications are **Declined**, the documents submitted will be retained for **30 days**, to allow the resident time to resubmit. If they do not resubmit within 30 days, the documents will be removed from the system, and they will need to re-upload them. Once an application has been processed and approved, we will initiate a thorough deletion process to permanently remove these documents from our systems. By permanently deleting these documents after an application is approved, we mitigate the risks associated with prolonged data retention.

We understand the importance of transparency in our operations, so we want to explain the reasons behind this change:

1. **Enhanced Security:** By limiting the duration of document retention, we significantly reduce the risk of unauthorized access and potential data breaches.
2. **Compliance with Privacy Regulations:** Adhering to stringent data protection laws and regulations, we are committed to ensuring that your resident's personal information is handled in accordance with the highest standards of privacy and security.
3. **Protection Against Identity Theft:** Storing sensitive documents indefinitely poses a potential risk of identity theft in the event of a security breach. Permanently deleting these documents after their intended use minimizes this risk.

Our document storage and thorough deletion process involves the following steps:

1. **Encryption:** All stored documents are encrypted to protect them from unauthorized access.
2. **Two-Factor Authentication:** We have implemented a two-factor authentication process to verify the identity of all users before granting access to view any documents.

3. **Secure Deletion:** Upon approval of an application, our system initiates a secure deletion process, ensuring that all copies of the documents are permanently destroyed and erased from our servers.
4. **Verification:** We conduct regular audits to verify that the deletion process has been completed successfully, providing an additional layer of assurance.

We understand that change can sometimes be challenging, but please rest assured that this adjustment is being made with security and privacy in mind. If you have any questions or concerns regarding this policy update, please do not hesitate to reach out to our property management support team, who will be more than happy to assist you.

Thank you for your continued trust and support as we strive to provide you with the highest level of service and security.

Sincerely,

ParkingPass