

Oakwood Worldwide®

Privacy Policy

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1. About Oakwood Worldwide®

This Privacy Policy is an explanation of the information we collect, how we use it, and how the use of this information can benefit your experience on our websites and during your relationship with us.

In order to provide multiple access points to the services and products we offer, Oakwood Worldwide (US) LP, a California limited partnership (formerly known as R & B Realty Group, a California Limited Partnership), dba Oakwood Worldwide (“Oakwood”), operates directly, or through its affiliates, subsidiaries, or service providers, and websites, including <https://www.oakwood.com> and <https://www.oakwoodworldwide.com>.

Oakwood’s corporate headquarters are located at 2222 Corinth Ave., Los Angeles, CA 90064, U.S.A.

2. What information does Oakwood collect?

The types of personally identifiable information we collect may include your name; home, work and email addresses; telephone and fax numbers; credit card information; date of birth; gender; salary; social security number (in limited instances); password and security responses; and lifestyle information, such as room preferences, leisure activities, and other information necessary to fulfill special requests (e.g., health conditions that require special room accommodations).



Oakwood Worldwide may also collect non-personally identifiable information about you, such as your use of our websites, communication preferences, travel habits, aggregated data relative to your stays, and responses to promotional offers and surveys.

3. How does Oakwood collect information?

Information may be collected as part of: (i) fulfilling reservation or information requests, (ii) registering for myOakwood program membership, (iii) submitting a job application, (iv) submitting a credit application, or (v) responding to communications from us or our affiliates (e.g., surveys, promotional offers, or reservation confirmations), (vi) registering for, or responding to a subscription request for our newsletter.

When we collect information from you, we will ask you, your employer, your relocation company or travel agency to voluntarily supply us with the information we need. We endeavor to collect information only with your knowledge and with your permission if necessary.

If you submit your personal information at our Careers – Current Openings page at www.oakwood.com/cms/careers-search.html or any pages produced by your search, you are visiting a co-branded page powered by Taleo Business Edition. Your resume and any other personal information submitted there are provided directly to the Oakwood Worldwide HR department and may be shared with Oakwood Worldwide hiring manager(s).

Oakwood Worldwide uses cookies and pixel tags (Web beacons) to obtain information while visiting our websites. Please view our cookie policy [here](#).

4. How does Oakwood contact you?

As part of our commitment to keep you informed, we may contact you via mail, email, telephone, text message, or by other means to confirm your departure date, ensure your customer satisfaction, notify you of new Oakwood Worldwide products and services, or upcoming Oakwood Worldwide special offers, events, enhancements, or other relevant information that may be of interest to you.

We will use your email address to send a confirmation and, if necessary, may use other information to contact you for help in processing the reservation. We also may use your email address to:

- send you pre-arrival confirmation details;
- notify you about special offers and promotions;
- communicate emergency or crisis-related information;
- send you copies of your bills when you request them; and
- send you periodic satisfaction or market research surveys.

5. When does Oakwood share information with third parties?

Oakwood Worldwide may disclose your information to third parties in the following ways:

- when we communicate with employers, relocation companies, travel agencies, companies or organizations, who have made reservations, agreed to make payments, arranged for discounts, or purchased services on your behalf or if you use our services under a corporate or other commercial account;



- if you seek to have your rental charges invoiced to your employer or any other third party, we may disclose personally identifiable data about you to that employer or third party and to any companies that assist the third party in processing invoices;
- when we report to credit card issuers, credit reporting and fraud checking agencies and debt collection agencies, but only to the extent necessary to comply with contractual agreements;
- if you choose to do business with us through, or with the assistance of, your employer's or any third party's travel agent, relocation company or other intermediary, we may disclose personally identifiable data about you to the employer or other intermediary to make, modify or cancel a reservation made by or with the assistance of the agent, to respond to questions or comments made by the agent on your behalf, to facilitate any other task that the employer or intermediary advises us that you intend for the agent to fulfill, or that such an agent would, as a matter of industry practice, typically fulfill;
- when companies or service providers that perform business activities on behalf of Oakwood require information (e.g., credit card processing, customer support services, market research administration or database management services)
- In case of emergency such as to safeguard the life, health, or property of an individual.

If personally identifiable information is shared as mentioned above, we will limit the scope of such information that is furnished solely to the amount necessary for the performance of the specific function. We may confirm personal information you provide us on applications and forms, or as a resident of one of our communities, with third parties, such as your bank, employer, present mortgage company or landlord, utility providers, government entities, resident screening agencies, credit agencies, and other businesses where you have an account or a credit card. Unless otherwise precluded by legal process, we require third parties to protect your personally identifiable information in a similar manner as set forth in this Privacy Policy, and abide by applicable privacy laws and regulations.

6. For how long is information stored?

We will retain your information for a maximum of 7 years after your last transaction with us.

7. Your rights

You will be offered the choice not to submit your personal information or to decide what communications you want to receive from us.

You may receive mailings or other communications from carefully selected partners, such as our referral partners or our customer satisfaction surveyors. We offer the option to decline any or all of these communications by following the directions included in our emails or other communications, or by contacting Oakwood Worldwide directly.

To opt out of any mailings, please do the following:

- Follow directions on a marketing e-mail or direct mail communication from us, or
- Send an email with your current contact information to oakwoodmarketing@oakwood.com

To access, update or remove your personal information, please do the following:

- Send an email with your current contact information as well as your request to privacy@oakwood.com

Whenever you submit a request to update your information in any way, we will honor your request within four (4) weeks and will inform you about the status.

If you are under the age of sixteen (16), we ask that you do not use the Oakwood Websites.

8. Onward Transfers

Oakwood will only transfer Personal Data to a service provider, vendor or other third party acting as a processor (or sub-processor) of Personal Data for Oakwood where that party has provided assurances that it provides at least the same level of privacy protection as is required by this Policy. Where Oakwood becomes aware that a party is using or disclosing Personal Data in a manner contrary to this Policy, Oakwood will take reasonable and appropriate steps to prevent or stop the use or disclosure of that Personal Data.

Oakwood is subject to the investigatory and enforcement powers of the Federal Trade Commission (FTC) in the United States.

On occasion, Oakwood may be required to share personal information in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

9. International Data Transfers

The nature of our business and our operations may require us to transfer your data to other group companies, properties, centers of operations, data centers, or service providers that may be located in countries outside of your own.

Oakwood complies with the EU-U.S. Privacy Shield Framework and the Swiss-U.S. Privacy Shield Framework(s), as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information transferred from the European Union and Switzerland to the United States. Oakwood has certified to the Department of Commerce that it adheres to the Privacy Shield Principles. If there is any conflict between the terms in this Privacy Policy and the Privacy Shield Principles, the Privacy Shield Principles shall govern. To learn more about the Privacy Shield program, and to view our certification, please visit <https://privacyshield.org>

In compliance with the Privacy Shield Principles, Oakwood commits to resolve complaints about our collection or use of your personal information. EU and Swiss individuals with inquiries or complaints regarding our Privacy Shield policy should first contact Oakwood at: privacy@oakwood.com

Oakwood has further committed to refer unresolved Privacy Shield complaints to the Information Commissioner's Office (ICO) and the Swiss Federal Data Protection and Information Commissioner (FDPIC), alternative dispute resolution providers located in the United Kingdom and in Switzerland. If you do not receive timely acknowledgment of your complaint from us, or if



we have not addressed your complaint to your satisfaction, please visit <https://ico.org.uk/make-a-complaint/eu-us-privacy-shield/> or <https://www.edoeb.admin.ch/edoeb/en/home/the-fdpic/task.html> for more information or to file a complaint. The services of the ICO and the FDPIC are provided at no cost to you.

For the Japan Personal Information Protection Act, please visit <http://dsv.su.se/jpalme/society/eu-personal-privacy-directive.html>

Additionally, the Privacy Shield Principles require that we remain potentially liable if any third party processing Personal Data on our behalf fails to comply with these Privacy Shield Principles (except to the extent we are not responsible for the event giving rise to any alleged damage). Oakwood's compliance with the Privacy Shield is subject to the investigatory and enforcement powers of the U.S. Federal Trade Commission.

10. Security

Oakwood takes security of data very seriously. Oakwood works hard to protect data from loss, misuse, and unauthorized access or disclosure. These steps take into account the sensitivity of the information we collect, process and store, and the current state of technology. Oakwood's global data center has received the internationally recognized security certification ISO27001 (information security management system), as well as SOC1, SOC2 and PCI.

11. Contact

If you have comments or questions regarding Oakwood data privacy practices or this Online Privacy Statement, you can contact us at: privacy@oakwood.com