

GOT NEST PRIVACY POLICY

Effective Date: 07/01/2026

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1. Scope and Application

This Privacy Policy ("Policy") governs the collection, storage, processing, transfer, security, and disclosure of personal data by the real estate ecosystem platform, including all web versions, mobile applications, API layers, and integrated artificial intelligence components ("Got Nest Platform"), owned and operated by Alves Holdings LLC, a Texas LLC ("Got Nest", "Company", "we", "us", or "our").

This Policy applies comprehensively to all categories of end users, specifically including: (i) individual consumers seeking residential housing or financial estimations ("Clients"), and (ii) licensed real estate professionals, agents, brokers, and realtors ("Agents") who utilize the Platform to facilitate client services, workflow automation, and AI-assisted transactions. This Platform operates within the jurisdiction of the State of Texas and complies with the rules of the Texas Real Estate Commission (TREC), the National Association of Realtors (NAR) Code of Ethics, and relevant consumer financial protections.

2. Information We Collect and Receive

We collect information through multiple streams, categorized as follows:

A. Information Provided Directly by Users

- **Account Registration Credentials:** First and last name, email address, telephonic numbers, unique password, and security data handled securely through AWS Cognito.
- **Professional Licensure Data (Agents Only):** Texas Real Estate Commission (TREC) license number, national producer/realtor identifier, brokerage affiliation, supervising broker identity, and professional certifications.
- **Financial Information & Cost Estimation Inputs:** Income brackets, credit score ranges, down payment availability, debt ratios, loan preferences, and target purchase price points inputted for the purpose of generating cost estimations.
- **AI Interaction Logs and Communication Data:** Contents of communications, search parameters, data filters, chat transcripts with our automated AI assistants, forms and customer support ticket submissions.

B. Information Collected Automatically Through Technology

- **Geolocation Data:** Precise or approximate geographic coordinates collected via mobile device permissions or IP routing. Mapping features are rendered utilizing Mapbox integration.

- **Usage and Device Metrics:** IP addresses, device identifiers (IMEI, UDID), operating system variant (iOS, Android), browser types, telemetry, and software interaction logs.
- **Cookies and Technical Identifiers:** Tracking tokens, pixels, local storage structures, and session state files used to secure AWS Cognito tokens and preserve user preferences.

3. Processing of Third-Party Data Integrations

To provide complete residential search functionality and market validation, Got Nest Platform ingests, processes, and displays data feeds from authorized third parties. You acknowledge and agree that your data may be processed in conjunction with systems managed by:

- **The Houston Association of Realtors (HAR) and Local MLS:** Integrated Data Exchange (IDX) feeds, listing details, agent identifiers, and historical sales files.
- **County Appraisal Districts and Cotality:** Tax assessment records, structural history, deed registrations, boundary lines, and valuation matrices.
- **Texas Real Estate Commission (TREC):** Official disciplinary logs, educational credits, and broker licensing status checks.
- **Mapbox & Amazon Web Services (AWS):** Infrastructure processing for geolocation rendering, map tiling, and spatial queries.

4. Purpose of Data Processing

We process personal and professional data strictly for the following lawful business purposes:

- To establish, maintain, and secure consumer and professional accounts using AWS Cognito authentication.
- To power real-time map searches, demographic lookups, and property boundaries through Mapbox.
- To provide automated, machine-learning-driven property suggestions and text summaries via internal AI models.
- To compute preliminary home cost estimations, closing cost approximations, and affordability matrices.
- To verify Agent credentials against public TREC databases to protect consumers from fraudulent representations.
- To comply with HUD Fair Housing regulations, ensuring AI data mapping doesn't execute discriminatory profiling.

5. Information Sharing and Disclosure

We do not sell, rent, or trade user data to third-party data brokers. Data sharing is limited to:

- **Agent-Client Liaison:** Clients may choose to share search files, favorite homes, and cost estimates directly with their designated Agent.

- **Service Providers:** AWS (data hosting/identity management), Mapbox (spatial analytics), and contracted AI model providers who are contractually bound to maintain data confidentiality.
- **Legal and Regulatory mandates:** To protect our intellectual property, or if required to do so by Texas law, or in response to a valid legal subpoena, TREC audit, or HUD civil rights inquiry.

6. Data Security and Retention

We leverage industry-standard technical measures, utilizing AWS Cognito for encrypted identity provisioning and end-to-end transport encryption. However, no digital system is completely immune to intrusion. We retain data only as long as necessary to satisfy user requests, fulfill TREC brokerage record-keeping timelines (typically 4 years for transactions), and maintain analytical integrity.

7. Rights of Texas Consumers and Users

Users retain control over their data in accordance with applicable Texas consumer protection laws:

- The right to confirm whether we process your data and to request a digital breakdown of your files.
- The right to rectify inaccurate records or complete missing account details.
- The right to request permanent deletion of personal records, subject to TREC retention mandates for Agents.
- The right to withdraw geolocation consent through device-level settings (which may limit Mapbox performance and limit Got Nest Platform functionality).