

Effective Date: April 30, 2026

Last Updated: April 30, 2026 · Issued by: Top Agent Realty, Troy, Michigan

About This Policy

This Privacy Policy describes how Top Agent Realty (“we,” “our,” or “us”) collects, uses, stores, and shares information through our use of the Grasshopper business phone application. We are committed to protecting the privacy and confidentiality of all individuals who communicate with us through this platform.

1. Information We Collect

When you interact with Top Agent Realty through the Grasshopper application, we may collect the following categories of information:

Data Type	Examples
Phone Calls	Inbound and outbound call recordings, call duration, timestamps
Voicemails	Voicemail recordings and transcriptions left by callers
Text Messages (SMS)	SMS/MMS message content sent to or received from our Grasshopper number
Contact Information	Names, phone numbers, and email addresses of individuals who contact us
Client Names & Addresses	Physical mailing addresses and identifying details provided during real estate inquiries

2. How We Use Your Information

We use the information collected through Grasshopper for the following purposes:

- To respond to real estate inquiries, schedule showings, and provide client services
- To communicate updates on property listings, transactions, and market information
- To maintain internal records of client communications and transaction history
- To improve our service quality and business operations
- To send relevant marketing communications about properties and services (with your consent)
- To comply with applicable real estate regulations and legal obligations in the State of Michigan

3. Sharing of Your Information

Top Agent Realty may share your personal information with the following categories of third parties in limited circumstances:

Recipient	Purpose	Data Shared
Marketing Platforms	Targeted outreach, email/SMS campaigns, retargeting	Name, phone number, email, general location
Grasshopper (GoTo)	Application infrastructure, call routing & storage	Call data, voicemails, messages (per their privacy policy)
Legal / Regulatory	Compliance with Michigan law or valid legal process	As required by applicable law

We do not sell your personal information to third parties.

4. Data Retention

We retain personal information collected through Grasshopper for as long as necessary to fulfill the purposes described in this policy, to comply with our legal obligations, resolve disputes, and enforce our agreements. Call recordings and voicemails are retained in accordance with Grasshopper's platform retention settings and applicable Michigan real estate record-keeping requirements.

5. Data Security

Top Agent Realty takes reasonable administrative, technical, and physical measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. Access to personal data is restricted to authorized personnel on a need-to-know basis. However, no method of transmission or electronic storage is 100% secure, and we cannot guarantee absolute security.

6. Your Rights & Choices

Depending on your location and applicable law, you may have the following rights regarding your personal information:

- **Access:** Request a copy of the personal information we hold about you
- **Correction:** Request correction of inaccurate or incomplete information
- **Deletion:** Request deletion of your personal information, subject to legal requirements
- **Opt-Out:** Opt out of marketing communications at any time by contacting us directly
- **Restriction:** Request that we limit how we process your information in certain circumstances

To exercise any of these rights, please contact us using the information provided in Section 9.

7. Call Recording Notice

Important Notice Regarding Call Recording

Calls made to or from our Grasshopper business number may be recorded for quality assurance, training, and internal record-keeping purposes. By continuing a call with Top Agent Realty, you acknowledge and consent to such recording where permitted by law. Michigan is a one-party consent state; however, we strive to notify all callers when recording is in use.

8. Third-Party Application — Grasshopper

Grasshopper is a business phone service operated by GoTo Group, Inc. Your communications through our Grasshopper number are also subject to Grasshopper's own Privacy Policy and Terms of Service. We encourage you to review their privacy practices at grasshopper.com. Top Agent Realty is not responsible for the data practices of Grasshopper or any other third-party platform.

9. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or the handling of your personal information, please contact us:

Company	Top Agent Realty
Contact	Charles Tamou, CEO & Broker
Address	1985 W Big Beaver Rd, #320, Troy, Michigan 48084
Phone	248-277-4226
Email	info@topagentmi.com
Website	topagentrealtymi.com

10. Updates to This Policy

Top Agent Realty reserves the right to update or modify this Privacy Policy at any time. Changes will be effective upon posting of the revised policy. We encourage you to review this policy periodically. Continued interaction with Top Agent Realty following any update constitutes your acknowledgment of the revised terms.

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