

Privacy Policy

Effective date: October 26, 2026

This Privacy Policy explains how I, Shalinthia Miles, collect, use and protect information when you visit shalinthia.com or contact me through it. I'm a New York State Licensed Real Estate Salesperson affiliated with eXp Realty, LLC. In this policy, "I," "me" and "my" mean Shalinthia Miles. "You" means anyone who visits the site.

The short version

- Your details are never sold.
- Your mobile number and text consent are never shared with third parties for marketing purposes.
- I use what you send me to answer your request. If you agree, I also use it to keep you informed about real estate.
- You can stop my emails or texts at any time.

Information I collect

What you give me. When you fill in a form, book a time or write to me, I receive what you enter. Depending on the form, that can include:

- your name, email address and phone number;
- a property address;
- anything you write in your message.

If a form asks whether you agree to emails or texts, it also records your answer, the exact wording you agreed to, and when.

What the site collects automatically. The site is hosted by Framer, which records basic visit statistics, such as which pages are viewed and how visitors arrived. If you arrive from an online ad or a tracked link, the site may save the campaign details in that link, such as a source or campaign name or an ad click identifier. It attaches them to any request you send, so I can tell which advertising works.

Your browser, and services embedded in the site such as a scheduling calendar or a video player, may use cookies or similar technologies. You can block or delete cookies in your browser settings. The welcome desk remembers which Concierge Team member you saw, in your browser only. It doesn't collect personal information.

What others tell me. If someone introduces you to me, I may receive your name and contact details from them.

What not to send. Please don't send Social Security numbers, bank or card numbers, or passwords through the site. I never ask about race, color, religion, national origin, sex, disability, familial status or any other characteristic protected by fair housing laws.

How I use your information

- To answer your request, schedule appointments and provide the real estate services you ask for.
- To follow up about your request by email, phone or text, as you've allowed.
- With your consent, to send you:

real estate news, listings and market updates by email;

texts about your request, appointments and real estate updates, including marketing texts sent with automated technology.

- To keep the records that New York law and my brokerage require. That includes proof of any consent you gave and of any request to stop.
- To understand how the site is used and to improve it.
- To protect the site, prevent fraud and spam, and comply with the law.

Text messages

If you tick the text box on a form, you agree that Shalinthia Miles, Licensed Real Estate Salesperson, may text you at the number you gave about your request, appointments and real estate updates. That includes marketing texts sent with automated technology.

- Consent is not a condition of any purchase or service.
- Message frequency varies.
- Msg & data rates may apply.
- Reply STOP to cancel, HELP for help.

I keep a record of your consent, the wording you agreed to and when, and of any later request to stop. That way your choice is honored across the tools I use.

Your mobile number and text consent are never shared with third parties for marketing purposes.

Who I share information with

I share personal information only in these ways:

- Service providers that help me run my practice. For example: website hosting, form processing, client records, scheduling, email and text messaging, and secure storage. They may use your information only to provide their services to me.
- eXp Realty, LLC, my brokerage. It supervises my real estate activity and keeps transaction records as New York law requires. eXp handles the information it receives under its own [Privacy Policy](#).
- People involved in your transaction, when you ask me to act for you. For example: attorneys, lenders, title companies, inspectors, appraisers and other agents. I share only what that work needs.
- When the law requires it. For example, to respond to a subpoena or court order, or to protect the rights, property or safety of you, me or others.
- Anyone else, only with your permission.

Your details are never sold.

How long I keep information

I keep information:

- as long as I need it for the purpose you gave it;
- as long as New York law and my brokerage require me to keep real estate records.

I keep records of consent and of requests to stop for as long as I may contact you. Afterwards, I keep them as long as needed to show your choice was honored. When I no longer need information, I delete it or remove what identifies you.

Your choices

- Email: use the unsubscribe link in any marketing email. I honor an unsubscribe within 10 business days, usually much sooner.
- Texts: reply STOP.
- Seeing, correcting or deleting your information: email me and I'll respond within a reasonable time. I may need to confirm your identity first. If the law or my brokerage requires me to keep a record, I'll tell you.
- Cookies: use your browser settings.
- "Do Not Track" signals: the site doesn't currently respond to them differently, because there is no agreed standard for what they mean.

Deleting your information

We delete what we can when you ask. That includes your account, your sign-in details and your chat history with the Concierge Team.

We keep a short record that you asked us to stop contacting you, and a record of what you agreed to and when, so we never contact someone who opted out and can show what was agreed. We also keep records of a transaction for as long as the law requires.

How I protect information

I use reasonable safeguards designed to protect your information. Two examples: the site's forms use encrypted connections, and access is limited to the people and services that need it. No way of sending or storing data is completely secure, so I can't promise absolute security. If a security incident affects your information, I'll notify you as the law requires.

Other websites

The site links to other sites, including:

- my appointment booking site;
- the New York Department of State;
- my brokerage;

- guides hosted on Google Drive.

Those sites have their own privacy practices, which this policy doesn't cover.

Children

The site is meant for adults. I don't knowingly collect information from anyone under 18. If you believe a child has sent me information, please contact me and I'll delete it.

Changes to this policy

I may update this policy from time to time. The effective date at the top shows when it last changed. If a change affects how I use information you've already given me, I'll ask for your consent where the law requires it.

Contact me

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Equal Housing Opportunity.