

The RMR Group

Last Updated: February 12, 2021

General

The RMR Group LLC and its affiliated entities (“RMR”) and the real estate investment trusts under our management (“REITs”)¹ (collectively, “we, our, or us”) value your privacy. This Privacy Notice is to inform you of our policies and practices regarding information we collect about you.

This Privacy Notice governs the collection of information at the websites located at the URLs www.rmrgroup.com, www.trmtreit.com, www.svcreit.com, www.dhcreit.com, www.opireit.com, www.ilptreit.com, and www.rmmortgagetrust.com (collectively our “Sites”), as well as information that we may collect both online and offline via other means, as described below. It does not apply to information we collect from our employees, job applicants, contractors or business contacts.

We will review and revise our policies from time to time as appropriate as our business evolves. If we change this Privacy Notice, we will post an updated version of the Privacy Notice on our Sites. It is your responsibility to periodically check this Privacy Notice so that you are aware of what information we collect, how we use it and under what circumstances we might disclose it.

If you have additional questions about this Privacy Notice, please contact us using the contact information below in the section “Contacting Us.”

How We Collect and Use Personal Information

We collect and use Personal Information in a number of ways, depending on how you interact with us. These include when you interact with us on our Sites or on social media, when you contact us by email, telephone or by other means, including when you correspond with our investor relations group, when you visit one of our managed properties, invest with us, borrow from us or guarantee a lease or loan.

Within the context of this Privacy Notice, “Personal Information” means information that may enable the identification, directly or indirectly, of a specific person or household, or is linked to such potentially identifying information. Any submission to and/or communication with us is subject to our Terms and Conditions, and your submission constitutes your acceptance of our Terms and Conditions. Our Terms and Conditions are also available on our Sites. We collect Personal Information in the following ways and from the following sources:

- (a) **Personal Information You Provide Us on Our Sites or Social Media.** When you interact with our Sites or on social media, we may collect information you voluntarily provide us,

¹ Including Tremont Mortgage Trust (“TRMT”), Service Properties Trust (“SVC”), Diversified Healthcare Trust (“DHC”), Office Properties Income Trust (“OPI”), Industrial Logistics Properties Trust (“ILPT”), and RMR Mortgage Trust (“RMRM”).

such as when you complete one of our online forms, such as an Email Alert form, or submit comments on social media. This information may include:

- i. Identifiers, such as your name, email address, physical address, telephone number and fax number;
 - ii. Personal Information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)); and
 - iii. Commercial Information, such as information from shareholders about their holdings.
- (b) Information which is Collected Automatically When You Visit Our Sites. When you visit our Sites, we collect automatically Internet or other similar network activity. This may include:
- i. Usage Information. We collect information about how you interact with our Sites. This includes information such as the dates and times that you visit our Sites, the pages you view, links clicked, referring / exit URLs, your browser type, non-sensitive text entered, mouse movements, and the number of clicks on our Sites. In some cases, we collect this information through cookies, web beacons, and similar technologies. To learn more about these technologies, please see the **Cookies and Other Technologies** section below;
 - ii. Device Information. We collect information about the devices (e.g., computer, tablet, and mobile phone) you use to access our Sites, including your device model, IP address, operating system, the temporary or persistent unique device identifiers (sometimes called UDID), and mobile network operator information; and
 - iii. Internet Service Provider (“ISP”) Information. We collect information about your domain name, which is the name of the ISP computer through which you access the Internet.
- (c) Information You Provide When You Contact Us: When you contact us by email, telephone, letter, in person (e.g., at one of the properties that we manage) or by other means, you may supply us with Personal Information. This may include:
- i. Identifiers, such as your name, email address, physical address, telephone and fax number;
 - ii. Personal Information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)), such as signature, social security number, physical characteristics or description, passport number, driver’s license or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information; and
 - iii. Commercial Information, such as information from shareholders about their holdings.

- (d) Information You Provide When You Guarantee a Lease or Loan: When you provide information to guarantee a lease or a commercial loan in an individual capacity, you may supply us with Personal Information. This may include:
- i. Identifiers, such as your name, email address, physical address, telephone and fax number;
 - ii. Personal Information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e));
- (e) Personal Information We Receive When You Visit One of the Managed Properties: When you visit one of the properties that we manage (“Managed Properties”), we may receive Personal Information about you. This may include:
- i. Identifiers, such as your name, for example, when you sign in at the front desk; and
 - ii. Visual information that we collect via security cameras deployed at the Managed Properties.
- (f) Personal Information We Receive from Our Partners. When you provide information to one of our partners, such as one of our affiliates, or referral services, you may supply the partner with Personal Information that the partner may share with us. This includes information provided by prospective tenants to brokers before touring one of the Managed Properties. This may include:
- i. Identifiers, such as your name, email address, physical address, telephone and fax number; and
 - ii. Personal Information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)).

How Your Personal Information Is Used for Business or Commercial Purposes

We collect and use Personal Information to provide our services to you, fulfill contracts, comply with laws and for our other legitimate business interests. We use your Personal Information for the following purposes:

- (a) To improve our Sites, our social media, and services, and your experience with our Sites, our social media and services;
- (b) To further develop, customize and improve our Sites, our social media accounts, and your user experience, based on personal or general experiences and difficulties;
- (c) For our everyday business purposes – such as to communicate with you, manage records, respond to court orders and legal investigations, and administer and provide services to you;

- (d) As necessary or appropriate to protect the rights, property or safety of us, our clients or others;
- (e) To help maintain the safety, security, and integrity of our Sites, products and services, databases and other technology assets, and business;
- (f) To contact and communicate with you (via email, or any other available channels) to respond to questions or inquiries delivered to us, including when you communicate with our investor relations department;
- (g) To support and enhance our data security measures, including for the purposes of preventing and mitigating the risks of fraud, error or any illegal or prohibited activity;
- (h) To facilitate decisions made by RMR's management or RMR's Board of Trustees about the policies for sharing Personal Information among RMR's affiliates;
- (i) To manage properties, including the servicing of leases; and
- (j) To comply with any applicable laws and/or regulations (such as to comply with valid legal processes such as a search warrant, subpoena, or court order).

Specific Provisions Regarding Email Alert Services

All information that you provide to us on our Sites is collected and stored automatically at the time that you provide your information. If you would like to delete your email address from our Email Alert list, please unsubscribe from the Email Alert list using our automated system.

If you have joined our Email Alert service, we may send you, via email, press releases or SEC filings or notifications of press releases or SEC filings that have been posted to our Sites. If you do not wish to receive these communications from us, please unsubscribe using our automated system on our Sites.

Disclosure of Your Information to Third Parties

We may disclose your Personal Information to third parties, including Third Party Affiliates, for commercial or business purposes, such as (i) when you request or authorize it; (ii) when the information is provided to help complete a transaction for you; (iii) if we conclude that we are required by law or have a good faith belief that access, preservation, or disclosure of such information is reasonably necessary to protect the rights, property, or safety of RMR, the REITs, their respective customers, or the public; or (iv) in connection with a corporate reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of our business, assets or capital, including in connection with any bankruptcy or similar proceedings.

We may engage selected third party companies and individuals to perform services complementary to our own, including but not limited to processing, storing, tracking, and organizing information on our behalf, hosting services, data analytics services, email distribution and monitoring services, and our business, legal, and financial and compliance advisors (collectively, "Third Party Affiliates" or "Service Providers"). We may also disclose your information to our Third Party Affiliates for

the purposes described in this Privacy Notice (e.g., analyzing data, providing marketing assistance, providing customer service, processing orders, etc.). These Third Party Affiliates may have access to your Personal Information depending on each of their specific roles and purposes in facilitating the purposes of our services, and may only use it for such purposes.

Currently, we engage the following Third Party Affiliates, whose services are described in further detail below:

- (a) Q4, Inc.: Web Hosting Services (“Q4 WebHost”)
- (b) Google, Inc.: Analytics (“Google Analytics”)
- (c) Ticker Technologies: Stock Quote / Chart Data (“Ticker Tech”)

We may share your Personal Information in additional manners, pursuant to your explicit approval, if we are legally obligated to do so, or if we have successfully rendered such data non-personal and anonymous. However, we will not sell your Personal Information to any third party without your consent.

Retaining and Storage of Personal Information

In general, we retain your Personal Information until we receive your request (which we can confirm), to remove such Personal Information. However, we may retain your Personal Information despite such request, pursuant to and to fulfill our legitimate interest for legal and accounting purposes (i.e., as required by laws applicable to our record and bookkeeping, and in order to have proof and evidence concerning our relationship, should any legal issues arise).

Specifically, from time to time, we may also request a verification of your email address in order to update the Email Alerts distribution lists we maintain. We may delete email addresses from the Email Alert distribution list when email addresses cannot be verified. An email address that cannot be verified will be removed from the Email Alert list.

Cookies and Other Technologies

We and our Service Providers may use cookies and other tracking technologies (“Tracking Technologies”) on our Sites to collect and store certain information about usage in order to personalize our Sites for you, improve our Sites, improve our services, and to help us remember you and your preferences when you revisit our Sites.

A cookie is a text file that our Sites transfer to your computer's hard drive for record-keeping purposes and to enhance the quality of your visit to our Sites. The cookie assigns a random, unique number to your computer. Our cookie may record “clickstream” information (data reporting the URLs or names of the pages on our Sites that you have visited) and other useful information about your interaction with our Sites. For additional information regarding cookies and the way to control them, please check out the help file of your browser or visit <http://www.aboutcookies.org>.

We implement the following cookies in our Sites; all of which are necessary to its core operations:

Name of Subprocessor	Description	Expiration
Google Analytics	Analytics and performance	1 day – 2 years
Q4, Inc. Captcha Cookies	Securing forms	Session only
Q4, Inc. Disclaimer Cookies	Tracking disclosures to visitors to investors section of website	Session only

If you wish to control cookies, you can review your Internet browser settings, typically under the sections “Help” or “Internet Options,” to exercise choices you have for certain cookies. If you disable or delete certain cookies in your settings, you may not be able to use features of our Sites.

We log IP addresses and domain names and aggregate them for system administration and to monitor the use of our Sites. We use the aggregated information, for example, to measure the number of visits to our Sites, the average time spent on our Sites, the number of pages viewed and to monitor various other statistics about our Sites. We also collect information that you provide by filling out one of our online forms.

We use a tool called Google Analytics to collect information about your use of our Sites, such as how often you visit our Sites, what pages you visit when you do so, and what sites you used before coming to our Sites. Google Analytics may use cookies and similar technologies to collect and store such information. When analyzed, this data helps us understand how visitors arrive at our Sites, what type of content is most popular, what type of visitors in the aggregate are interested in particular kinds of content, and the like. We may permit our Service Providers to access this data for our purposes and our benefit as described above. Google provides users choice on how their data is collected by Google Analytics by developing an Opt-out Browser Add-on, which can be located at: <http://tools.google.com/dlpage/gaoptout?hl=en>. By installing this Add-on, no information is being sent to Google. For more information on how Google Analytics collects and uses data please see “How Google uses data when you use our partners’ sites or apps” (located at www.google.com/policies/privacy/partners/) or any other URL Google may provide from time to time.

We use a service called Q4 WebHost to host our Sites that you may visit and to provide authentication and security. We also use Ticker Tech to provide services about investment information.

The opt-outs described above are device and browser-specific and may not work on all devices. If you choose to opt-out through any of these opt-out tools, this does not mean you will cease to see advertising. Rather, the ads you see will just not be based on your interests.

Notice Concerning Do Not Track

Do Not Track (“DNT”) is a privacy preference that users can set in certain web browsers. We are committed to providing you with meaningful choices about the information collected on our Sites for third party purposes, and that is why we provide the variety of opt-out mechanisms listed above. However, we do not currently recognize or respond to browser-initiated DNT signals. To learn more about Do Not Track, you can do so at <https://allaboutdnt.com>.

Automated Decisions

We will not use Personal Information to formulate a decision based solely on automated processing which produces legal effects or which similarly significantly impacts the person.

Links

Our Sites may contain links to other websites. We are not responsible for the privacy practices of any such other website (whether accessed through an advertisement, service or content link) and urge you to review such practices prior to submitting any information to such websites.

How Your Information Is Protected

We have implemented measures to help protect Personal Information from loss, misuse or unauthorized access or disclosure. While we strive to protect Personal Information, we cannot guarantee its security.

Your Rights Regarding Your Personal Information

Individuals in Andorra, Argentina, Australia, California, Canada, Europe, Faroe Islands, Guernsey, Hong Kong, Israel, Isle of Man, Japan, Jersey, Mexico, New Zealand, Singapore, South Korea, Switzerland, the United Kingdom, Uruguay, and certain other jurisdictions may have certain data subject rights. These rights vary, but they may include the right to: (i) request access to and rectification or erasure of their Personal Information; (ii) restrict or object to the processing of their Personal Information; and (iii) obtain a copy of their Personal Information in a portable format. Individuals may also have the right to lodge a complaint about the processing of Personal Information with a data protection authority. We do not sell your information, so you are already opted-out of such sales. We will not discriminate against you for exercising any of these rights.

How to Exercise Data Subject Rights

If you wish to exercise any of these rights please email ir@rmrgroup.com with the phrase “Data Subject Rights” in the subject line. You may also call us toll-free at +1-866-511-5038. We will review your requests and respond accordingly. The rights described herein are not absolute and we reserve all of our rights available to us at law in this regard. Additionally, if we retain your Personal Information only in de-identified form, we will not attempt to re-identify your data in response to a Data Subject Rights request.

If you make a request related your Personal Information, we will need to verify your identity. To do so, we will request that you match specific pieces of information you have provided us previously, as well as, in some instances, provide a signed declaration under penalty of perjury that you are the consumer whose Personal Information is the subject of the request. If it is necessary to collect additional information from you, we will use the information only for verification purposes and will delete it as soon as practicable after complying the request. For requests related to particularly sensitive information, we may require additional proof of identification.

If you make a Data Subject Rights request through an authorized agent, we will require written proof that the agent is authorized to act on your behalf.

We will process your request within the time provided by applicable law.

California Shine the Light Law:

If you are a California resident, you have the right to request information about how we share certain categories of Personal Information with third parties. California law gives you the right to send us a request at a designated address to receive the following information:

- Categories of information we disclose to third parties for their direct marketing purposes during the preceding calendar year;
- Names and addresses of the third parties that received that information; and, if the nature of the third party's business cannot be determined from their name, examples of the products or services marketed.

Children

We do not solicit or knowingly collect Personal Information from children under the age of 13 except as permitted by law. If we nevertheless receive Personal Information from an individual who indicates that he or she is, or whom we otherwise have reason to believe is, under the age of 13, we will delete such information from our systems.

If you have knowledge that a child under the age of 13 has submitted Personal Information to us or if parents or guardians want to review, change or delete their child's registration information, simply contact us via one of the methods indicated at the end of this Privacy Notice. Parents can

also telephone us at number below. Parents will be required to provide verification in order to access or change information.

Contacting Us

If you have any questions about this Privacy Notice, or in the event that you wish to exercise certain rights for which you are eligible with respect to your Personal Information, please contact us using the information below. We welcome your questions and suggestions about our Privacy Notice. Kindly state the nature of your inquiry at the subject line of the email.

Contact Information:

By mail:

The RMR Group
Two Newton Place
255 Washington Street
Newton, MA 02458
United States of America
Attn: Investor Relations

By email: ir@rmrgroup.com

Tremont Mortgage Trust
Two Newton Place
255 Washington Street
Newton, MA 02458
United States of America
Attn: Investor Relations

By email: ir@trmtreit.com

Service Properties Trust
Two Newton Place
255 Washington Street
Newton, MA 02458
United States of America
Attn: Investor Relations

By email: ir@svcreit.com

Diversified Healthcare Trust
Two Newton Place
255 Washington Street
Newton, MA 02458
United States of America
Attn: Investor Relations

By email: ir@dhcreit.com

Office Properties Income Trust
Two Newton Place
255 Washington Street
Newton, MA 02458
United States of America
Attn: Investor Relations

By email: ir@opireit.com

Industrial Logistics Properties Trust
Two Newton Place
255 Washington Street
Newton, MA 02458
United States of America
Attn: Investor Relations

By email: ir@ilptreit.com

RMR Mortgage Trust
Two Newton Place
255 Washington Street
Newton, MA 02458
United States of America
Attn: Investor Relations

By email: ir@rmmortgagetrust.com

By telephone: **+1-866-511-5038**