

Privacy Policy and Terms of Use

This privacy policy and these terms of use apply to <http://fpr.propane.com> and all websites and URL's controlled or operated by the Propane Education and Research Council, Inc. ("PERC" or us/we), which link to this policy, unless otherwise specified.

This policy is effective as of the date set forth above. Even if you read and approved a prior policy, you need to review this new version as it has been updated and revised.

This Website is provided for the education and personal use of our visitors (the "Users"). Use of this Website and affiliated websites is conditioned on the User's acceptance of all of this Privacy Policy and Terms of Use. If you cannot agree with these terms, please exit this Website.

If Users have questions or concerns regarding this statement, they should first contact fpr@propane.com.

Information Collection

We collect certain personally identifiable information ("PII") when users register with one of the PERC websites, place an order to buy products, subscribe to receive emails or other notices, respond to a survey or promotion, or otherwise submit PII to us. Depending on the situation, we may collect the following personal information: a user's name, email address, telephone numbers, address, and other information (such as the user's experiences with propane or other products). If a user orders a product, we also collect credit card account information as needed to process the purchase and payment.

"Find a Propane Retailer" Requests for Contact

In order to request to be contacted by propane retailers, a user must first complete a contact request form and provide contact information (such as name and email address). We provide this information to the selected propane retailers. By providing this information to us, or by submitting a request, you expressly consent to being contacted by us and by propane retailers via phone, fax, email, mail or other reasonable means, at any of your contact numbers or addresses, in order that we may provide the services set forth on our website, reasonably address matters pertaining to your request or for other reasonable purposes related to our business.

Information Use

We use the PII to process your requests or purchases, or to send you information or material for which you have subscribed or which we think you will enjoy. We also use the PII to assess and improve our services. We may allow entities assisting us with technical issues to access certain PII data on a need-to-know basis, subject to confidentiality protections. We will not disclose your PII to third parties, except as necessary to facilitate or process your order or other authorized transaction, or to comply with court orders or other legal obligations. We may provide a successor in interest with our subscriber and user databases, including PII. We also may share your name, email address, physical address and other demographic information with affiliates or entities with which we share common interests or perspectives, or who offer products or services in which you may be interested, or as you may otherwise authorize.

We collect the Internet Protocol (IP) address of our visitors and analyze visitor use data to administer the websites, track user's movement in the aggregate, and gather broad demographic information for aggregate use. We may share demographic information and non-PII data with our members and supporters on an aggregate basis.

Cookies

A cookie is a piece of data tied to information about the user and stored on the user's computer. We use both session cookies, which terminate when a user closes his browser, and persistent cookies, which remain on the user's computer until manually deleted.

By setting a persistent cookie, a user's password will be retained, allowing the user to save time while on a PERC website. If users reject these cookies, they may still use the websites but their use may be limited in some areas. For example, the user may not be able to participate in any of our promotions.

Security

We take precautions to protect the security of your personal information and to ensure that your choices for its intended use are honored. These precautions help protect your data from loss, misuse, unauthorized access or disclosure, alteration, or destruction. However, we cannot guarantee the total security of your PII, or that we will be immune from hacking incidents or security breaches.

The Propane Education & Research Council, Inc. will not be responsible or otherwise liable for any use or disclosure of your personal information by a third party to whom the Propane Education and Research Council, Inc. is allowed to disclose your personal information under this privacy policy.

Links

This website contains links from and to other websites. Please be aware that the Propane Education & Research Council, Inc. is not responsible for the privacy practices of such other websites. We encourage our users to be aware of this when they leave our website and to read the privacy statements of each and every website that collects personally identifiable information. This privacy statement applies solely to information collected by the Propane Education & Research Council, Inc.'s website.

Surveys & Contests

From time-to-time, the Propane Education & Research Council, Inc. may request information from users via surveys or contests. Participation in these surveys or contests is completely voluntary and the user therefore has a choice whether or not to disclose this information. The requested information typically includes contact information (such as name and mailing address), and demographic information (such as zip code). Contact information will be shared with the contest or survey sponsors (if the Propane Education & Research Council, Inc. elects to utilize an outside promotions or survey company) to notify the winners and award prizes. Survey information will be used for purposes of monitoring or improving the use and satisfaction of our services and this website.

Edits/Opt-Out Options

If you have registered with us, you can edit the personal information or unsubscribe from email lists or notices by changing your personal profile data. Your rights to access your personal information are not absolute. We may deny access:

- when denial of access is required or authorized by law;
- when granting you access would have an unreasonable impact on other people's privacy;
- to protect our organization's rights and property; or
- where the request is frivolous or vexatious.

If we deny your request for access to, or refuse a request to correct Personal Information, we will explain why.

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Changes and Updates to Our Privacy Policy and Terms of Use, and Website(s)

We reserve the right to change our privacy policy, terms of use, information, features, services, products, policies, promotions, disclosures and disclaimers at any time. Changes will be in writing and be posted on our website as applicable. Please check these terms periodically for changes. The continued use of any services or of the websites following the changes will mean you accept those changes.

Contact Information

If users have any questions or suggestions regarding our privacy policy or terms of use, please contact us at:

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