



Privacy and Security Policy

United Propane Gas (“UPG”) understands the importance of securing its customers’ business and/or personal information. Business and/or personal identifiable information submitted through UPG’s site will be done through our secure server. We respect our customers’ right to privacy but be aware that there will be times when it will be necessary for us to collect certain information. This Privacy and Security Policy is designed to address any questions and concerns our customers may have regarding the privacy and the security of customer information. If you have any additional questions or concerns, please contact us at [\(270\)442-5557](tel:2704425557) or e-mail us at info@upgas.com.

Contact us inquiries

Individuals seeking more information about UPG may use our website to request information. Any information provided will not be shared or disseminated except as noted below.

Cookies

Cookies are bits of electronic information placed over the Internet onto your computer. By assigning a tracking number to each computer accessing UPG’s site, UPG is able to recognize when a customer’s computer accesses its site which allows UPG to tailor information for each customer. While cookies allow UPG to tailor information to each specific customer, UPG does not store personal information about a customer or the customer’s finances using cookies. Cookies are standard on the Internet and utilized by most websites whether you are aware of it or not. Customers who wish to prevent cookies or be notified when a cookie is being placed should consult their browser’s settings.

Data collection and reporting service

When UPG does collect customer data, it will be collecting several items in order to allow customers to pay bills online. In order for this process to operate, we will need you to supply your name and e-mail address and generate a User ID and password. Your User ID and password will be your identity for purposes of interacting with the UPG’s website.

Server logs

In an effort to make our site as effective as possible, the computers that operate the site may collect certain information each time you visit the site and store these statistics in server logs. These statistics do not identify the specific user, but will give us information regarding the type of user who is accessing the site and certain browsing activities of that user. Information collected in this way includes the IP address of the user accessing our site (i.e. the unique ID number of the user's computer), the type of browser (Google Chrome, Firefox, etc.) and operating system (system software) used to access our site, the website from which our web page was launched, how long the user accessed our site in any given session, and the date and time of access. We may make extensive use of these non-personally identifiable aggregated data in order to understand how our site is being used and will share them with advertisers, sponsors, investors, strategic partners, and others in order to develop, promote, and expand our business.



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Children's privacy and parental controls

Our site is designed for business purposes only and is not designed for use by anyone under 18 years of age.

With whom do we share your information?

UPG may use various outside agencies (third party service providers) to operate various features made available on our website. Some of these third parties may need access to your information in order to make the services provided through our website work. Information only will be disclosed to these service providers on a need-to-know basis, and they only will be permitted to use such information for the purpose of providing the particular services provided by such entities in connection with our website. From time to time, UPG may enter into strategic alliances to enhance and expand the scope of the services we are able to provide. Some of these strategic alliances may involve operating co-branded websites with a strategic partner. When you see websites co-branded with UPG (meaning it would have both the UPG logo and the logo or trademarks of another company), you should be aware that these sites' privacy and security policies might vary from ours. Please consult the privacy and security policy of the Website you are visiting.

What if UPG sells some or all of its business or assets?

In the event of any stock sale, asset sale, merger, or other change in control of UPG's business, if the acquiring entity continues to operate a similar business to that operated by UPG, the new operator will obtain the user information maintained by UPG, subject to our Privacy and Security Policy. In the event that the acquiring party will not operate a similar business, or in the event that UPG seeks to sell its user information to a business that is different in nature, UPG will notify its users by e-mail and give them an opportunity to opt out of any user information provided to the acquiring entity.

Is there any other way that user information might be disclosed?

UPG may disclose information in order to comply with a subpoena, court order, administrative or governmental order, or any other requirement of law, or when UPG, in its sole discretion, deems it necessary in order to protect the safety of any person or the public. Other than as described in this Privacy and Security Policy, we will not share or disclose your information to anyone.

How we protect your information

UPG is committed to protecting the information we receive from you. Only those employees who need access to your information in order to perform their duties are allowed such access. Any employee who violates our privacy and/or security policies may be subject to disciplinary action, including possible termination and civil and/or criminal prosecution.

Typos and omissions

While UPG tries very hard to ensure the accuracy of the information we provide, we are not responsible for typographical errors, technical inaccuracies, or omissions.



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Links to third-party sites

UPG's website may contain links to third-party sites. These links are provided for convenience and informational purposes; are not controlled by UPG; and UPG does not monitor the content of such third party sites. Connection to any linked site is at your own risk.

Changes in policy

You acknowledge that this Privacy and Security Policy is part of the terms of service and you agree that using this site signifies your assent to UPG's Privacy and Security Policy. If you do not agree with this Privacy and Security Policy, please do not use our site. UPG reserves the right to change the terms of service, including this Privacy and Security Policy, at any time. We will post any changes so that you are always aware of our Policy. Please note: This Privacy and Security Policy covers our website: upgas.com.