



Centrium Energy Solutions Privacy Policy

Last Updated: 11-14-2024

This Privacy Policy describes how Centrium Energy Solutions, Inc. ("Centrium Energy Solutions," "we," "our," or "us") collects, uses, and shares personal information and other data that we may collect from our customers (individually, "you") when you use or visit the webpage www.centriumenergy.com/ and any related subdomains and their pages or online services (collectively, our "Website"). Centrium Energy Solutions engages in business-to-business sales as a chemical distributor that provides raw materials, and creative problem solving and expertise to other businesses.

Please read this Privacy Policy carefully to understand our policies and practices regarding your personal information and how we will treat it and other data collected from you. If you do not agree with our policies and practices, your only recourse is to stop using our Website. By accessing or using our Website, you agree to this Privacy Policy. This Privacy Policy may change over time. Your continued use of the Website after we make changes is deemed to be an acceptance of such changes, so please review the Privacy Policy periodically for updates.

1. Information We Receive or Collect From You

To provide you with our products and services, we collect several types of information from and about you when you visit our Website, including, but not limited to, the following types of information:

- **Contact Information:** When you contact us via email or through our Website, you may provide us, and we may collect, certain contact information, including your name, email address, location, and telephone number ("Contact Information"). We may also collect and keep records or copies of your correspondence, if you contact us, so that we may better serve you.
- **Information You Choose to Provide to Us:** You have the ability to provide a variety of information during your interactions with us, such as emails you may send us or by filling in forms or surveys on our Website, which may include Contact Information and other information about you or your business.
- **Payment and Transaction Information:** If you choose to purchase any of our products, you will be asked to provide (at a minimum) your name and payment information ("Payment Information"). We may also collect and keep records of the transactions that you carry out through our Website and the fulfillment of your orders.

2. Information We Collect Through Automatic Data Collection Technologies

As you navigate through and interact with our Website, we may use automatic data collection technologies to collect or generate certain information about your equipment, browsing actions, and patterns, including:

- Details about your visits to our Website, including traffic data, location data, logs, and other communication data and the resources that you access and use on our Website.

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- Information about your computer or device's Internet connection, including your IP address, operating system, and browser type.

The information we collect automatically helps us to improve our Website and to deliver a better and more personalized service, including by enabling us to:

- Estimate our audience size and usage patterns.
- Store information about your preferences, allowing us to customize our Website according to your individual interests.
- Speed up your searches.
- Recognize you when you return to our Website.

The technologies we use for this automatic data collection may include:

- Cookies (or browser cookies). A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting you may be unable to access certain parts of our Website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Website.
- Web Beacons. Pages of our the Website may contain small electronic files known as web beacons that permit us, for example, to count users who have visited certain pages or and for other related website statistics (for example, recording the popularity of certain Website content and verifying system and server integrity).

3. Persons Under the Age of Majority

Our products and Website are intended for individuals over the age of majority. No one under the age of majority in their jurisdiction of residence (or otherwise under the age of 18) may provide any information to or on the Website. We do not knowingly collect information from persons under the age of majority. If you are under the age of majority, do not use or provide any information on our Website or through any of its features, or make any purchases through the Website. If we learn that we have collected or received information from a person under the age of majority, we will delete that information. If you believe we might have any information from or about a person under the age of majority, please contact us at centrium.info@centriumenergy.com

4. Collection of Information by Third-Party Websites

Third-party websites linked to or from this Website may have information practices different from ours. You should consult the other websites' privacy policies because we have no control over information that is

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submitted to, or collected by, these third parties. The inclusion of a link to a third-party website does not imply endorsement of the website by us or any association with the third-party website's operators.

5. How We Use Information We Receive or Collect About You

We use the information that we collect about you or that you provide to us for one or more of the following business or commercial purposes:

- To present our Website and its contents to you.
- To provide and improve our products and services, and to develop new products and services.
- To communicate with you about your use of our products and services, and to send you information that you requested or agreed to receive.
- To send you marketing communications about offers, promotions, upcoming events, and other news about products and services offered by us or third parties that we believe you would be interested in, as permitted by law.
- To notify you about changes to our Website or our products or services
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.

6. How We Share Information We Receive or Collect From You With Others

We may transfer or disclose information that we collected about you or that you provided us, as described in this Privacy Policy, as follows:

- With our subsidiaries and affiliates.
- With contractors, service providers, vendors, and other third parties we use to support our business and who perform services or functions on our behalf (collectively, "Service Providers"). Examples of our Service Providers include, but are not limited to: (i) merchant banks and payment processors for credit and debit card transactions, (ii) collection agencies, (iii) customer service companies, and (iv) suppliers.
- With your consent.
- With a buyer or our successor in interest in the event of a corporate reorganization, restructuring, merger, divestiture, dissolution, or sale of all or substantially all of our assets, whether as a going concern or as part of bankruptcy, liquidation, or other similar proceeding, in which information held by us about our products and users is among the assets transferred.

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- In order to (i) comply with any court order, law, or legal process, including to respond to any government or regulatory request; (ii) protect or defend the legal rights or property of ours, or the legal rights of our business partners, employees, agents, and contractors (including enforcement of our agreements and terms of service); (iii) protect the safety and security of our users or members of the public including acting in urgent circumstances; or to (iv) protect against fraud or to conduct risk management.

Data Sharing: If your information is transferred or shared as described in this Privacy Policy, we will seek assurance from the recipients of such information (prior to the transfer) that they will safeguard the information in a manner consistent with this Privacy Policy. We ask recipients of such information to enter into a contractual relationship with us that includes confidentiality and non-disclosure clauses and provides the same level of commitment to and protections of information as provided in this Privacy Policy.

7. Managing Your Information

- **Modification of Your Contact Information:** You may contact us to access, correct, or modify your Contact Information or any other information that you provide to us. We generally respond to such requests within five business days of receiving a request, but it may take up to 30 days depending on the volume of requests we receive. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.
- **Retention of Your Contact Information and Other Information:** We will retain and use information we receive or collect about you as long as needed to provide you with service. We will retain and use this information for the purposes for which it was collected (as specified in this Privacy Policy or as we disclose to customers outside of this Privacy Policy), including to provide products and services to you, comply with our legal obligations, resolve disputes, and enforce our agreements. Your information may persist in copies made for backup and business continuity purposes for additional time.
- **Promotional, Marketing Communications from Us:** If you do not wish to have your name and email address used by us to promote our own or third parties' products or services, you can opt-out by clicking the unsubscribe function located at the bottom of the email or by sending us an email stating your request to centrium.info@centriumenergy.com. We will continue to send you transaction confirmation emails and other product-related announcements when it is necessary to do so or otherwise where we are permitted to do so by law. For instance, if our Website is temporarily suspended for maintenance, we might send you an email. Generally, you may not opt-out of these communications.

Disclosure of Your Information for Third-Party Advertising: If you do not want us to share your information with unaffiliated or non-agent third parties for promotional purposes, you can opt-out by sending us an email with your request to centrium.info@centriumenergy.com. We only engage in this practice where we are permitted to do so by law.

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Tracking Technologies: All browsers are different, so visit the “help” section of your browser to learn about cookie preferences and other privacy settings that may be available. You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. If you disable or refuse cookies, please note that some parts of the Website may become inaccessible or not function properly. Our Website does not honor “Do Not Track” requests from browsers. To find out more about “Do Not Track,” you can visit www.allaboutdnt.com/.

8. Data Security

We have implemented measures designed to secure your information from accidental loss and from unauthorized access, use, alteration, and disclosure. Unfortunately, the transmission of information via the Internet is not completely secure. Although we do our best to protect your information, we cannot guarantee the security of your information that is transmitted to us through our website. Any transmission of information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on our Website.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Website, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

9. Transfer of Information of International Customers

If you are a visitor accessing our Website within and outside of the United States, the information you submit to us may be transferred to the United States to be processed by us or our Service Providers for such purposes as set forth in this Privacy Policy. If you are not a resident of the United States, you hereby consent and agree that we may collect, process, use, and store your information, as discussed in this Privacy Policy, outside your resident jurisdiction. Please be aware that United States law and the laws of other countries where we may store and process your information may offer different levels of protection for information than may be available in your country.

10. Changes to Our Policy

It is our policy to post any changes we make to our Privacy Policy on this page with a notice that this Privacy Policy has been updated on our Website’s homepage. You are responsible for periodically visiting our Website and this Policy to check for any changes. Continued use of our products and Website following notice of any changes shall indicate your acknowledgement of such changes and agreement to be bound by the terms and conditions of such changes.

11. Contact Information

To ask questions or comment about this Privacy Policy or our privacy practices, contact our Privacy Officer at centrium.info@centriumenergy.com.

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