

# Privacy Policy

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## **Garrow Oil & Propane**

Effective Date: 10/26/2023

Last Updated: December 26, 2025

This Privacy Policy explains how Garrow Oil & Propane ("Garrow," "we," "us," or "our") collects, uses, shares, and protects personal information of our customers and website visitors. This policy is intended to align with applicable Wisconsin and United States laws and regulations.

### **Information We Collect**

We may collect the following categories of personal information:

- Contact information (name, mailing address, email address, and phone number)
- Account identifiers (customer or account numbers)
- Transaction history (purchases, deliveries, contract details, and account activity)
- Financial information (payment and billing details, as applicable)
- Website usage data (pages visited, browser/device information, and preferences)
- Communications with us (emails, phone calls, messages, and customer support inquiries)
- Text messaging preferences and consent records (mobile number, opt-in/opt-out status, and related timestamps)

### **How We Use Your Information**

We use personal information for the following purposes:

- To provide the products and services you request and manage your account
- To process transactions, fulfill orders, and send order- or account-related communications
- To provide contract and service communications (including by text message if you have opted in)
- To respond to customer inquiries and provide support
- To improve our products, services, operations, and website experience
- To meet legal, regulatory, and safety obligations
- No personal information will be shared with third parties/affiliates for marketing/promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties."

## **Text Messaging (SMS)**

If you opt in to receive text messages from Garrow Oil & Propane, we may send you text messages related to your account and services, such as contract information, contract renewal reminders, delivery scheduling, service updates, billing notices, and safety or emergency alerts. We do not use SMS for general marketing or promotional messaging unless you provide separate, explicit consent.

Message frequency varies. Message and data rates may apply.

Opt-out and help:

- Reply STOP to opt out of text messages at any time.
- Reply HELP for assistance, or call us at 920-733-8877.

We maintain records of your SMS consent and opt-out requests to administer your preferences and support compliance.

## **Disclosure of Information**

We may share personal information with:

- Service providers that perform services on our behalf (for example, payment processors, software providers, and messaging providers)
- Vendors needed to fulfill service requests (for example, delivery or service partners, where applicable)
- Legal and regulatory authorities when required by law, subpoena, court order, or similar legal process

We share only the information reasonably necessary for the service provider to perform its services. We do not sell your personal information.

## **Cookies and Tracking Technologies**

- We may use cookies and similar technologies to enhance website functionality and understand usage trends.
- You can control cookies through your browser settings; disabling cookies may affect website functionality.

## **Data Security**

We employ reasonable administrative, technical, and physical safeguards designed to protect personal information from unauthorized access, disclosure, alteration, or destruction. No method of transmission or storage is 100% secure.

## **Your Choices and Rights**

Depending on your circumstances and applicable law, you may have the right to:

- Access, update, or correct certain personal information
- Request deletion of certain personal information (subject to legal and operational requirements)
- Opt out of non-essential communications
- Opt out of text messages by replying STOP

## **Retention**

We retain personal information for as long as reasonably necessary to provide services, maintain business records, comply with legal obligations, resolve disputes, and enforce our agreements.

## **Changes to This Privacy Policy**

We may revise this Privacy Policy to reflect changes in our practices or legal requirements. If we make material changes, we will post the updated policy on our website and update the “Last Updated” date above.

## **Contact Us**

If you have questions or requests regarding this Privacy Policy, contact:

Garrow Oil & Propane  
Phone: 920-733-8877

## **Governing Law**

This Privacy Policy is governed by the laws of the State of Wisconsin.