

Firefly Propane, LLC

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Firefly Propane, LLC (“Firefly”) strongly believe in protecting the confidentiality and security of information we collect about individuals. Our information practices for the Firefly Website (“Website”) are described below. You should review this Online Privacy Policy regularly as it may change at any time at our sole discretion. The effective date of this Policy and any revised or changed Policy may be found on this page, on the bottom left hand corner.

Your Personal Information:

When you come to the Website, we may log your current internet address (this is usually a temporary address assigned by your internet service provider when you log in), the type of operating system you are using, and the type of browser software used. In addition, we may keep track of what portions of the Website you are visiting. We aggregate this information to help us create a better experience for users of the Website. For example, we may upgrade those parts of the Website that are heavily visited or optimize the Website to work more efficiently with certain operating systems. This is all done without our knowing your name or other personal identifying information. When you visit the Website you are anonymous, unless you chose to identify yourself to us.

You are not required to provide us with personal information to use the Website, unless expressly stated. For example, certain features may require you to submit some personal information in order for those features to function as designed. Such information might include name, address, e-mail address, and phone number. The Website may require you to provide identifying information and use individual passwords in order to access personal information.

If you do choose to provide us with personal information, you can be assured that Firefly treats this information as confidential. However, we may disclose this information to third parties when we believe it is necessary in order for us to conduct our business, or where such disclosure is required by law. For example, we may disclose information to others to enable them to perform business services for us relating to the products and services we offer.

Cookies and Web Bugs:

A cookie is a small piece of information that a website sends to your computer, which is stored in a file on your hard drive. The next time you visit the Website, we may use the information stored in your cookie file to facilitate your use of the Website. For example, we may use your cookie file to store a password so that you do not have to input it every time you move to a different section of a password protected portion of the Website. A cookie does not tell us your individual identity unless you have chosen to provide it to us. Most cookies expire after a defined period of time, or you can delete your cookie file at any time you choose. In addition, you can set your browser to notify you when you receive a cookie so that you can decide whether to accept or reject it.

A web bug (or web beacon) is a tiny graphical image that is typically on a web page. Somewhat like a cookie, a web bug can tell us information, such as what kind of browser is being used and what time of day this page was accessed. Some web bugs can include information, such as your IP address. Some technologies will notify you of the presence of web bugs, but browsers typically do not notify you of them.

Privacy and E-Mail:

Firefly uses no encryption (data scrambling) on certain portions of the Website, and may use up to 128-bit encryption on other portions. When you are on a website (include the Website) that asks you for confidential information (your bank or credit card account number, for example), you should check to see if the information being transmitted is encrypted in order to increase the security of your information. If you need to send confidential information and are concerned about the security of a website, then you should consider sending it by phone or by regular mail instead.

Minors:

We make no active effort to collect personal information from children under the age of 18 on the Website. We believe that children who do wish to submit information to Firefly should have permission from their parent or legal guardian.

Additional Rights:

Applicable laws may give you additional rights that are not described in this Policy.

May 1, 2006