

## **Oil Solutions Privacy Policy**

Effective Dec 17, 2018

N. Darden Nelms, an independent AMSOIL Dealer, dba Oil Solutions, is committed to protecting the privacy and security of the information provided by our customers and sponsored OIL SOLUTIONS Dealers and Preferred Customers. Your privacy is important to me (Oil Solutions) and Oil Solutions makes every effort to safeguard the information you provide when interacting with my website and/or communications with me. Oil Solutions Privacy Policy was developed to help you understand the types of information Oil Solutions might collect when you visit our website, OIL SOLUTIONS.us, or interact with us in other ways. It also explains how we may use that information, whether we disclose it to anyone and the choices you have regarding our use of, and your ability to review, correct, object to, or erase that information. If you have questions or concerns regarding this statement, please contact [oilsolutions@oilsolutions.us](mailto:oilsolutions@oilsolutions.us).

### **Changes to this Privacy Policy**

We may update this Privacy Policy from time to time. If you receive emails from Oil Solutions, are part of Oil Solutions services, such as MyOILSOLUTIONSGarage™, or have memberships, such as a sponsored OIL SOLUTIONS Preferred Customer membership or are sponsored by me as an Independent OIL SOLUTIONS Dealer, Oil Solutions may notify you of Privacy Policy updates by email so you will be aware of what information we collect, how we use it and under what circumstances, if any, it is disclosed. By your continued use of our websites and sponsorship services and input of personal information, you are subject to the terms of this Privacy Policy, as amended from time to time.

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### **Whose Information is Gathered by OIL SOLUTIONS and for What Purpose?**

OIL SOLUTIONS may collect information from individuals who engage with us on the Internet via our websites, by Email or in person. We also collect data from individuals who request more information, such as requesting that a catalog be mailed to them or interact with us in any way. This information is gathered for the purposes of enhancing the customer experience at OIL SOLUTIONS and to continually improve the quality of our services for our customers and those who associate with us. OIL SOLUTIONS does not sell information to outside parties at any time, for any reason. Additionally, users can adjust and remove information at their own discretion at any time by letting us know via email to [oilsolutions@oilsolutions.us](mailto:oilsolutions@oilsolutions.us) or selecting the "Unsubscribe" or "Update my preferences" link included in our emails and so advising us.

### **What Personal Information Does OIL SOLUTIONS Gather?**

We do not store any information you enter on our website through the actions you take and any submissions you make to forms, menus or other inputs, other than it facilitates our business with you and AMSOIL. Examples include the following:

- **Information You Give Us**

You provide most such information when you buy, post, send us a question, reply to or answer an email, or communicate with us. For example, you provide information when you place an order personally; communicate with us by phone, email or otherwise; complete a questionnaire; and request information. As a result of those actions, you might supply us with such information as your name, address, phone number and email address; names of persons or businesses to whom purchases have been shipped, including addresses and phone numbers; email addresses of your associates and other people with whom you share our content; emails directly to us; credit card information or financial information, including Social Security or tax identification numbers, which might be needed if applying for credit with AMSOIL or associated with different account types.

- **Navigational Information**

Examples of navigational information we may temporarily collect and analyze include the Internet protocol (IP) address used to connect your computer to the Internet; email address associated with your activities; computer and connection information, such as browser type, version and time zone setting; browser plug-in types and versions; operating system and platform; purchase history; the full Uniform Resource Locator (URL) clickstream to, through and from our website, including date and time; cookie number (when applicable); and pages/products you viewed or searched for during your visit. We do not use browser data such as cookies, Flash cookies (also known as Flash Local Shared Objects) or similar data on certain parts of our website. During some visits we may use software tools such as JavaScript to measure and collect session information, including page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks and mouseovers) and methods used to browse away from the page. We may also collect technical information to help us identify your device for fraud prevention and diagnostic purposes.

- **Mobile Information**

Most mobile devices provide users with the ability to disable location services. These controls are often located in the device's settings menu. For information about specific devices, see your device manufacturer's support documentation or your carrier's website. If you have questions about how to disable your device's location services, we recommend you contact your mobile service carrier or your device manufacturer. If you have not disabled your device's location services, that information would be available to us.

- **Call Center Logs**

OIL SOLUTIONS does not use Call Center Logs.

- **Information from Other Sources**

Examples of information we receive from other sources include updated delivery and address information from AMSOIL, carriers or other third parties, which we use to correct our records and deliver your next purchase or communication more easily;

- **Offerings from Authorized Vendors**

Oil Solutions does not have any Authorized Vendors

- **Account Information**

OIL SOLUTIONS maintains information regarding recent orders; personally identifiable information (including name, email, address; email notification settings (which can be controlled from individual email updates and newsletters by opting out at any time or by contacting [oilsolutions@oilsolutions.us](mailto:oilsolutions@oilsolutions.us) and requesting that their information be changed or removed from our records. We do not keep or store credit card numbers and CSV numbers, which may be provided to Oil Solutions to facilitate purchase transactions.

#### **How Can My Visit be Associated with Personal Information?**

Oil Solutions does not associate any traffic to our website other than personal information provided by individual site visitors via email or phone contact. Their individual uses are as follows:

- **Internet Browser Cookies**

Oil Solutions does not use Cookies, which are unique identifiers that some websites occasionally transfer to your device to enable systems to recognize your device and to provide various personalization features, including advertisements on other websites and storage of items in your Shopping Cart between visits.

The Help feature on most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie or how to disable cookies altogether. Additionally, you can disable or delete similar data used by browser add-ons, such as Flash cookies, by changing the add-ons' settings or visiting the website of their manufacturer. Because cookies allow you to take advantage of some of the advanced features of the AMSOIL website to which OIL SOLUTIONS is linked, we recommend that you leave them turned on.

- **Query String Parameters Passed in the Page URL**

The following is an example of a typical URL for the OIL SOLUTIONS website containing a query string "https://www.amsoil.com/shop/by-equipment/atv-and-utv/?zo=1220949". The bold portion of this URL page address at OIL SOLUTIONS is passing user preference information to the website and changing the page layout accordingly.

Parameters such as these are used to customize the user experience at the OIL SOLUTIONS website by tailoring the content and interaction options available.

- **Log Files**

Oil Solutions does not maintain Log Files

- **Third-Party Tracking Technologies**

The use of cookies and web beacons by any tracking utility company is not covered by our privacy statement. We do not have access or control over these third-party tracking technologies.

- **Advertising**

We do not partner with a third-party ad network to either display advertising on our website or manage advertising on other sites.

#### **How Does OIL SOLUTIONS Use the Information It Collects?**

OIL SOLUTIONS uses the data we collect to run our business and to send communications. The information we collect will only be used in compliance with this Privacy Policy. Furthermore, OIL SOLUTIONS will never sell your personal information to any third party.

- **Use of Personal Information**

In addition to the uses identified elsewhere in this Privacy Policy, we may use your personal information to (a) improve your browsing experience by personalizing our websites and improve services; (b) send information to you which we think may be of interest to you by post, email or

other means; (c) send you marketing communications relating to our business or to AMSOIL, Inc., which we think may be of interest to you. We may, from time to time, contact you on behalf of AMSOIL Inc. about a particular offer that may be of interest to you. In those cases, we do not transfer your unique personal information to the third party. In addition, we may share data with AMSOIL to contact you based on your request to receive such communications, help us perform statistical analysis or provide customer support. Any personal information shared with AMSOIL Inc., is handled by them in accordance with the AMSOIL Privacy Policy.

- **Use of Automatic Information**

We may use navigational information to operate and improve our website. We may also use navigational information alone or in combination with personal information to provide you with personalized information about AMSOIL and its products.

- **Customer Testimonials and Comments**

We may post customer testimonials and comments on our websites that may contain personal information. We obtain each customer's consent via email prior to posting the customer's name and testimonial.

- **Use of Credit Card Information**

We use credit card information solely to allow AMSOIL to collect payment from you. We do not manage credit card processing. AMSOIL, which manages this processing, has additional terms and conditions of processing available as part of their service agreements.

### **Sharing Information with Third Parties?**

We use AMSOIL, Inc. to provide services to our customers and visitors to our website. To this end, we may need to share your information, with your consent or as necessary to fulfill an order or furnish a service you have requested or authorized. Examples may include:

- **Third-Party Service Providers**

We occasionally use AMSOIL, Inc. and their affiliated companies to perform functions and offer services on behalf of our customers. Examples include oil analysis; various vendors for order fulfillment purposes. Vendors such as these have access to personal information only as needed to perform their functions and are prohibited from using it for other purposes.

- **Social, Search and Display Networks**

OIL SOLUTIONS may post information about AMSOIL products or services on Facebook™, Google, Instagram and Twitter™ or other social networks; however, does not share personal information with social, search or display networks.

### **Social Media Features**

Our websites may include social media features, such as the Facebook Like® button. These features may collect your IP address and which page you are visiting on our sites. They also may set a cookie to enable the feature to function properly. Social media features and widgets are hosted by a third party. This Privacy Policy does not apply to these features. Your interactions with these features are governed by the Privacy Policy and other policies of the companies providing them.

### **External Websites**

Our website provide links to other websites. We do not control, and are not responsible for, the content or practices of these other websites. Our provision of such links does not constitute our endorsement of these other websites, their content, their owners or their practices, other than AMSOIL products and/or services. This Privacy Policy does not apply to these other websites, which are subject to the policies of their respective owners.

### **Retention of Personal Information**

We retain personal information that you provide us as long as we consider it potentially useful in contacting you about AMSOIL products and services, after which time we securely delete the information. You may opt out of individual subscriptions from us by using the Unsubscribe or opt Out link in every email we send.

### **International Transfer of Information**

OIL SOLUTIONS does not transfer any information internationally.

### **How Secure Is My Information with OIL SOLUTIONS?**

A variety of sophisticated security measures are in place at OIL SOLUTIONS to protect our website visitors or anyone who does business with OIL SOLUTIONS.

- We work to protect the security of your information during transmission by using Secure Sockets Layer (SSL) software, which encrypts information you input.
- Credit card numbers and card security codes are required to be re-entered when confirming and processing payment for each online order through AMSOIL. OIL SOLUTIONS processes all online orders through AMSOIL and no financial information of any kind is collected by OIL SOLUTIONS.
- OIL SOLUTIONS does not retain any information when placing orders online via links to the AMSOIL website.

### **What Choices Do I Have?**

- As discussed above, you can always choose not to provide information, even though it might be needed to make a purchase or to take advantage of certain OIL SOLUTIONS.us features.
- You can add or update certain information on pages such as those referenced in the "Which Information Can I Access?" section.
- If you do not want to receive email or other mail from us, please contact [oilolutions@oilolutions.us](mailto:oilolutions@oilolutions.us) to opt Out. (If you do not want to receive Conditions of Use and other legal notices from us, such as this Privacy Policy, those notices will still govern your use of OIL SOLUTIONS.us, and it is your responsibility to review them for changes.)
- You may also unsubscribe directly from any emailed newsletters we manage as separate publication lists.

### **Managing Your Personal Information with OIL SOLUTIONS**

If you provide us with your personal information, you have the following rights with respect to that information:

- To access and review the personal information that you have supplied to us;
- To request that we correct any errors, outdated information or omissions in personal information that you have supplied to us;
- To request that your personal information not be used to contact you;
- To object to our processing of your personal information; and
- To request that we delete your data, provided that (a) we no longer require your data; (b) there is no legitimate legal basis for us to process your data; (c) we have unlawfully processed your data; or, (d) the data must be erased in order to comply with the law. In the event you have grounds to request that we delete your data, and would like us to do so, please contact the Data Protection Officer at the address provided below. Please be aware that full erasure may not be possible if your data is needed to comply with statutory requirements.

### **Accessing and Correcting Personal Information:**

Please contact the OIL SOLUTIONS Data Protection Officer to make any requests related to your personal data. The Data Protection Officer can be reached at N. Darden Nelms, ATTN: Data Privacy, 9025 Forest Path Dr, Gainesville, GA 30506 USA, or via email at [dnelms@oilolutions.us](mailto:dnelms@oilolutions.us).

**OIL SOLUTIONS Anti-SPAM Policy**

Our Privacy Policy requires that every email sent from OIL SOLUTIONS have an "opt-out" mechanism and other required information. To opt out of individual newsletters please use the opt Out link included in the email. However, you may still receive important customer information as it relates to your order or account.

**Minors and OIL SOLUTIONS Services**

OIL SOLUTIONS services are not intended for children. Individuals under the age of thirteen (13) are prohibited from using OIL SOLUTIONS.us. Users must be old enough to consent to the processing of their personal data in their country of residence, or secure the consent of their parent or guardian, where permitted.

**Additional Information**

If you have any questions or concerns regarding this Privacy Policy or OIL SOLUTIONS's usage of your data, please contact us in writing at the address below.

Regardless of your country of residence, the Data Controller responsible for your personal data is OIL SOLUTIONS which can be contacted at:

Via email: [oilolutions@oilolutions.us](mailto:oilolutions@oilolutions.us)