



Our Family Keeping Your Family Warm Since 1952

Privacy Policy

Collett Propane, Inc. respects the privacy of its customers and visitors to its website. This Privacy Policy (“Policy”) will help you understand how we are collecting the personal information from those who visit our website or make use of our online services and what we will and will not do with the information we collect. Our Policy has been designed and created to ensure that our customers and visitors are aware of our commitment to and realization of our obligations to not only meet but also exceed most existing privacy standards. We reserve the right to make changes to this Policy at any given time. If you want to make sure you are up-to-date with the latest changes, we advise you to frequently visit this page. Through the use of our website, you are consenting to the data collection procedures expressed in this Policy.

We use Google Analytics tools to improve the user experience on our website. The information Google collects and how that information is used depends on how you, the user, manage your own privacy controls and how you use the Google service. Because the user ability to control what is collected and how it is used changes over time and because Collett has no control over those changes, we recommend that you review the most recent version of the Google Privacy Policy for up-to-date information.

Collett Propane, Inc. will never sell our website users’ information.

Personal Information Collected; Why We Collect and For How Long

Users may provide their names, addresses, phone numbers, email addresses and Collett Propane account numbers to request services. This information will be used to validate your account and the request before providing service. For example, we will verify that a request for propane delivery is for the correct account number at the correct address before we schedule a delivery. Any information provided is completely voluntary, however providing less information will limit a user’s ability to request certain services, including deliveries, via the website.

The data we collect from you will be stored for no longer than necessary. The length of time we retain your personal information will be determined based upon the following criteria: the length of time your personal information remains relevant; the length of time it is reasonable to keep records to demonstrate that we have fulfilled our duties and obligations; any limitation periods within which claims might be made; any retention periods prescribed by law; the type of contract we have with you; and our legitimate interest in keeping such information as stated in this Policy.

Third Party Service Providers; Unsubscribe or “Opt Out”

If a user opts-in to our email list, the information provided will be shared with a third-party provider for email services. That third-party provider strictly forbids the buying, selling and/or renting of any contact information. Collett Propane provides anyone on our email list the option to opt-out at any time.

We may, very rarely, need to share website data with other third-party providers. When and if that should become necessary, Collett Propane will take all reasonable precautions to certify the security practices of that third-party provider and to safeguard our customer information.

Xenia: 1525 Burnett Dr.
Xenia, OH 45385

937-372-9194

Lebanon: 1245 South St Rt 42
Lebanon, OH 45036

513-228-1424

Wilmington: 6611 West St. Rt. 73
Wilmington, OH 45177

937-382-1624

Disclosure of Information

Collett Propane cooperates with government and law enforcement officials to enforce and comply with the law. We may therefore disclose personal information or usage data if we are advised by legal counsel that it is reasonably necessary to: (a) satisfy any applicable law, regulation, legal process (such as a subpoena or court order), or enforceable governmental request; (b) enforce the Terms of Use, including investigation of potential violations thereof; (c) detect, prevent, or otherwise address fraud, security or technical issues; or (d) protect against harm to the rights, property or safety of Collett Propane, its users or the public, as required or permitted by law.

Links to Other Websites

Our website does contain links to affiliates and other websites. Collett Propane does not claim nor accept responsibility for any privacy policies, practices or procedures of other such websites. Therefore, we encourage all users and visitors to be aware that when they leave our website, to read the privacy statements of every website that collects personally identifiable information. This Policy applies only to the information collected by our website.

Security

Collett Propane takes precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline. Whenever we collect sensitive information (e.g. credit card information), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a lock icon in the address bar and looking for “https” at the beginning of the address of the webpage. While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (ex. billing or customer service) are granted access to the personally identifiable information. The computers and servers in which we store personally identifiable information are kept in a secure environment. This is done to prevent any loss, misuse, unauthorized access, disclosure or modification of the user’s personal information under our control.

Acceptance of Terms

By using this website, you are hereby accepting the terms and conditions stipulated within this Policy. If you are not in agreement with our terms and conditions, then you should refrain from further use of our website. In addition, your continued use of our website following the posting of any updates or changes to our terms and conditions shall mean that you agree to and accept such changes.