

Privacy Policy

Total Petrochemicals & Refining USA, Inc. (“TPRI”) provides this Privacy Policy on behalf of TPRI and its subsidiaries (collectively, “TPRI”) to inform you of how we may collect and use the information you provide to us. This Privacy Policy covers your interactions with www.totalpetrochemicalsusa.com, <http://www.usa.total.com/index.html> and rc.hou-legal-import-export@total.com (collectively, “Site”). Please be sure to read this entire Privacy Policy before using or submitting information to this Site. If you do not agree to the terms of this Privacy Policy, then you should not use this Site.

TPRI adheres to the U.S.-EU Safe Harbor Framework as set forth by the U.S. Department of Commerce regarding personal information.

Personal Information

We may collect Personal Information through the Site when you provide it to us. “Personal Information” is data about you including your name, address, telephone number, and email address. We may use this information to respond to your inquiries or requests or for other purposes disclosed at the point of collection. TPRI uses Personal Information for the purpose for which it has been provided. If Personal Information is to be used for a purpose other than for which it was originally collected, notice of the purpose will be provided as soon as practical.

Non-Personally Identifiable Information

Through the Site, TPRI may collect non-personally identifiable information including but not limited to browser type, IP address, operating system, the date and time of a visit, the pages visited on this Site, the time spent viewing the Site, and return visits to the Site. TPRI may use this information to operate our Site, identify or address possible threats to the Site or services and improve the experience of visitors that visit the Site.

Sharing Information

TPRI may share Personal Information you provide to us and non-personally identifiable information TPRI gathers through the Site (collectively “Information”) with service providers and other agents who act on our behalf to assist TPRI in providing the Site, in responding to your inquiries or requests, or some aspect of TPRI’s business. TPRI’s service providers and agents do not have the right to use Information for their own purpose or to share Information with third parties. In addition, these entities are required to use and maintain Information in a manner that is consistent with this policy. TPRI may also disclose Personal Information or other data if required to do so by law, including without limitation, by search warrant, subpoena or court order.

TPRI may provide, share, or transfer Information with its affiliates and subsidiaries. TPRI may also provide, share, or transfer Information in connection with the sale, assignment, or transfer of all or portions of TPRI or its assets.

Choice

TPRI will offer you the opportunity to choose (opt out) whether your Personal Information is disclosed to a non-agent third party or will be used for a purpose other than the purpose disclosed at the time of collection.

Security

TPRI takes reasonable steps to help protect Information we collect from loss, misuse, and unauthorized access. TPRI has put into place appropriate physical and operational safeguards to help secure Information; however, TPRI cannot guarantee the security of Information.

Access

You have the right to access, modify, correct or delete any Personal Information that we may have collected. To do so, please contact TPRI via email at rc.hou-legal-import-export@total.com, <http://www.usa.total.com/index.html> or www.totalpetrochemicalsusa.com, as appropriate, or by mail at Import/Export Compliance Supervisor, Total Petrochemicals & Refining USA, Inc., 1201 Louisiana, Suite 1800, Houston, TX 77002.

TPRI shall take reasonable steps to ensure that your Personal Information is accurate, complete, current and reliable for the purposes for which it is intended.

Links to Other Sites

This Site may contain links to other sites operated by third parties. TPRI has no control over the information you supply directly to these sites. TPRI encourages you read the privacy statements of each and every web site that collects information. This Privacy Policy applies solely to information collected by this Site.

Changes to this Policy

TPRI regularly engages in self-assessment to assure that it continues to comply with this Privacy Policy. As a result, this Privacy Policy may be amended from time to time consistent with the requirements of the Safe Harbor. We will post revisions to this Privacy Policy on the Site.

Questions

If you have questions or inquiries regarding our compliance to this Privacy Policy, please contact 1-800-364-4452 or email: rc.hou-legal-import-export@total.com.

If a question or inquiry is not satisfactory addressed, you may contact TPRI's Assistant General Counsel by mail at Assistant General Counsel, Total Petrochemicals & Refining USA, Inc., 1201 Louisiana, Suite 1800, Houston, TX 77002 or via email at brent.helms@total.com to resolve your concern.

TPRI encourages any interested parties to raise concerns about the use and disclosure of Information to contact us at the address above. If a complaint or dispute cannot be resolved through our internal process, we agree provide an independent way to resolve complaints about our privacy practices.

Additional information pertaining to the U.S.-EU Safe Harbor program can be found at <http://export.gov/safeharbor/>.