

Privacy Policy

This is the Privacy Policy of Oxford Energy LLC (“OEL”). The purpose of this Privacy Policy is to disclose how we may collect, process, and share data relating to identified or identifiable individuals and households (“Personal Data”), and the [Rights and Choices](#) you may have regarding your Personal Data. Please read this Privacy Policy carefully.

We may collect Personal Data from consumes through our website located at oxfordenergy.us (the “Site”) and when you otherwise interact with us in connection with our business operations (collectively, our “Services”). Terms not otherwise defined here will have the same definitions as set forth in our [Terms of Use](#).

Categories of Personal Data We Process: The categories of Personal Data we process may include:

Identity Data:	Personal Data about you and your identity, such as your name.
Transaction Data:	Personal Data we collect in connection with a transaction, such as payments or information provided to you, and other similar information.
Contact Data:	Personal Data used to contact an individual, e.g., email address, physical address, or phone number.
General Location Data	Non-precise location data, e.g., location information derived from your computer’s IP address.
Device/Network Data:	Personal Data relating to your device, browser, or application e.g., IP addresses, MAC addresses, application ID/AdID/IDFA, session navigation history and similar browsing metadata, search history, and other data generated through applications and browsers, including cookies and similar technologies.
User Content:	Unstructured/free-form data that may include any category of Personal Data you provide to us, such as data that you give us in free text fields such as comment boxes, or when you complete a form offered on our Site.
Audio/Visual Data:	Audio files and records, such as voicemails and call recordings.
Sensitive Personal Data	Personal Data deemed “sensitive” under applicable privacy laws. We collect the following categories of Sensitive Personal Data:

Government ID Data:	Information relating to official government identification, such as your social security number.
Payment Account Data:	Information such as bank account details

Sources of Personal Data: We collect Personal Data from various sources, including:

Data you provide us	We will receive your Personal Data when you provide it to us, when you subscribe to our emails, or when you otherwise communicate with us.
Data we collect automatically	We collect Personal Data about or generated by any device you have used to access our Site.
Data we receive from service providers	We receive Personal Data from service providers performing services on our behalf, such as the company hosting our Site.
Data we create	We, certain partners, social media companies, and third parties operating on our behalf create Personal Data based on our observations or analysis of other Personal Data processed under this Privacy Policy, and we may correlate this data with other data we process about you. We may combine any Personal Data about you that we receive from you, and from third parties.

Data Processing Contexts / Notice at Collection

Record Creation: We process Identity Data, Contact Data, and Sensitive Data when we initially establish a relationship with you and create your records in connection with our Services. We process Payment Account Data if any payment information is associated with your records (e.g. if you provide us your bank account details). We use this Personal Data to create and maintain your records, to issue payments to you, and for our [Business Purposes](#).

Transactions: We process Identity Data, Payment Account Data, Transaction Data, and Contact Data in connection with our transactions with you, and for our [Business Purposes](#).

Communications: We process Contact Data and Identity Data in connection with emails or similar communications we may send to you, and when you open or interact with those communications. You may receive these communications as a result of your relationship with us. We process this Personal Data to notify you about relevant information from our Owner Relations team or otherwise in connection with our [Business Purposes](#).

General Site Usage: We process Device/Network Data, Contact Data, Identity Data, and General Location Data, when you use our Site. We use this Personal Data as necessary to operate our Site, for our [Business Purposes](#), and our other legitimate interests, such as ensuring the security of our Site and other technology systems and analyzing the use of our Site.

Cookies and Similar Technologies: We process Identity Data, Device/Network Data, Contact Data, and General Location Data in connection with our use of cookies and similar technologies on our Site. We may collect this data automatically. We and authorized third parties may use cookies and similar technologies for the following purposes:

- for “essential” purposes necessary for our Site to operate;
- for “functional” purposes, such as to enable certain features of our Site;
- for “analytics” purposes and to improve our Site, such as to analyze Site traffic to and on our Site (for example, we can count how many people have looked at a specific page, or see how visitors move around the website when they use it, to distinguish unique visits/visitors, to determine what website they visited prior to visiting our Site, and use this information to improve the Site);

We may also process this Personal Data for our [Business Purposes](#).

We, or third-party providers, may be able to use cookies and similar technologies to identify you across platforms, devices, sites, and services. Third parties have their own privacy policies, and their processing is not subject to this Policy.

If you do not want information collected through the use of cookies, you can manage/deny cookies (and certain technologies) using your browser’s settings menu. You may need to opt out of third-party services directly via the third party. For example, to opt-out of Google’s analytic services, visit [Google Analytics Opt-out](#).

Contact Us, Support: We collect and process Identity Data, Contact Data, and User Content when you contact us, e.g., for support in connection with our Services. If you call us via phone, we may collect Audio/Visual data from the call recording. We process this Personal Data to respond to your request, communicate with you, and for our [Business Purposes](#). We may also share Personal Data collected in connection with a support or other request with our Service Providers.

Business Purposes: We and our Service Providers process Personal Data for numerous business purposes, depending on the context of collection, your [Rights & Choices](#), and our legitimate interests. We generally process Personal Data for the following “Business Purposes.”

- **Service Delivery:** We process Personal Data as is necessary to provide our Services and information you request, including as otherwise necessary to fulfill our contractual obligations to you. Similarly, we may use Personal Data as necessary to audit compliance, and log or measure aspects of our Service.
- **Internal Processing and Service Improvement:** We and our Service Providers may use Personal Data we process in connection with our legitimate interests in improving our Site, understanding how our Services are used, for customer service purposes, in connection with logs and metadata relating to Site use, and for debugging and similar purposes relating to operating and improving our Site.
- **Security and Incident Detection:** We may process Personal Data in connection with our legitimate interest in ensuring that our Site and systems operate in a secure manner, to identify and prevent fraud, detect security incidents, and to protect against and respond to malicious, deceptive, fraudulent, or illegal activity. We may analyze network traffic, device patterns and characteristics, maintain and analyze logs and process Personal Data in connection with information security activities.
- **Compliance, safety, public interest:** We may also process any Personal Data as necessary to comply with our legal obligations, such as where you exercise your rights under data protection law and make requests, for the establishment and defense of legal claims, or where we must comply with our legal obligations, lawful requests from government or law enforcement officials, and as may be required to meet national security or law enforcement requirements or prevent illegal activity. We may also process Personal Data to protect the vital interests of individuals, or on certain public interest grounds, each to the extent allowed under applicable law.

Disclosure of Personal Data: We may disclose Personal Data to the following categories of third-party recipients and/or for the following reasons:

Service Providers:	We may share your Personal Data with service providers who provide certain services or process data on our behalf in connection with our general business operations, and in connection with our Business Purposes .
Affiliates:	We may share your Personal Data with any of our current or future affiliated entities, subsidiaries, and parent companies in order to streamline certain business operations, and in support of our Business Purposes .

Successors:	Your Personal Data may be processed if we go through a business transition, such as a merger, acquisition, liquidation, or sale of all or a portion of our assets. For example, Personal Data may be part of the assets transferred, or may be disclosed (subject to confidentiality restrictions) during the due diligence process for a potential transaction.
Lawful Recipients:	In limited circumstances, we may, without notice or your consent, access and disclose your Personal Data, any communications sent or received by you, and any other information that we may have about you to the extent we believe such disclosure is legally required, to prevent or respond to a crime, to investigate violations of our Terms of Use , or in the vital interests of us or any person. Note, these disclosures may be made to governments that do not ensure the same degree of protection of your Personal Data as your home jurisdiction. We may, in our sole discretion (but without any obligation), object to the disclosure of your Personal Data to such parties.

Additional California Disclosures: For purposes of the California Consumer Privacy Act (“CCPA”):

- In the preceding 12 months we have disclosed the following Personal Data to Service Providers, Affiliates, and Lawful Recipients for “business purposes”: Identity Data, Transaction Data, Contact Data, General Location Data, Device/Network Data, User Content, Audio/Visual Data, and Sensitive Personal Data (including Government ID Data and Payment Account Data).
- We have not “sold” Personal Data or “shared” it for commercial purposes as defined by the CCPA.
- We may use or disclose the following categories of Sensitive Personal Data: Government ID Data; Payment Account Data. However, we do not sell or share Sensitive Personal Data, or use it for purposes other than those listed in CCPA section 7027(m).

Your Rights & Choices: Residents of California and certain other jurisdictions may have the following rights in data processed by OEL. Applicable law may provide exceptions and limitations to all rights.

- Access–You may have a right to access the Personal Data we process.
- Correction–You may correct any Personal Data that you believe is inaccurate.
- Deletion–You may request that we delete your Personal Data (or we may anonymize or aggregate information such that it no longer reasonably identifies you).

- **Data Export**–You may request that we send you a copy of your Personal Data in a common portable format of our choice.
- **Objection**–You may have the right to object to processing of Personal Data based on applicable law, including the right to object to processing for profiling, direct marketing, or automated decision making purposes.
- **Regulator Contact**–You have the right to file a complaint with regulators about our processing of Personal Data. To do so, please contact your local data protection or consumer protection authority.
- **Opt-Out of Sale**: You have the right to opt-out of the sale of your Personal Data, however, we do not engage in any such data sales.

Submission of Requests: You may submit your data requests to us via email to info@oxfordenergy.us or by visiting our data request portal at <https://oxfordenergy.us/data-request>.

Privacy Questions: If you have any questions related to our data privacy practices, please send an email to info@oxfordenergy.us.

Effective Date: This privacy policy was last updated on July 31, 2026.