



Arrow Energy TX LLC Privacy Policy

It is Arrow Energy TX LLC's ("Arrow", "we," or "our") goal to respect your privacy. As a result, this Privacy Policy ("Policy") describes how Arrow collects, use, disclose, store, and otherwise process information through our website, as well as describing the choices available to you regarding collection and how to access and update. When you access any of our sites or submit any personal information to use by any means, the information is managed pursuant to this policy, and you agree that you are authorized to provide such information and are accepting this Policy. This Policy applies to information collection by us or service providers from or about visitors to our website, potential customers, current customers, participants in contests, participants in promotions, service providers, business partners, job applicants, users of mobile device applications and others who visit our website. Please note that Arrow does not sell its products and services to children and our site is not directed to children. Please contact Arrow if you believe your child has provided information to us.

Type, Collection, Use, Storage and Sharing of Information

Arrow collects, retain, and uses information about you when we believe it is needed for us to conduct our business, including Personal Information. Such information includes but is not limited to the following: such as name, address, email address, account number, social security number, phone number, account number, driver's license number, credit card, bank information, account balances, account activity, billing and payment history, customer requests and information, credit history and creditworthiness. Other data that may be collected includes energy usage data and website usage information (that may include when you visit our website). Our website may use cookies (session and persistent cookies) and other tracking technologies. Arrow may retain and store your data for any amount of time for as long as it is useful.

You may be asked to create an account, which stores information. This information may also be collected automatically through our site, from third parties or publicly available sources, directly from you during interactions (phone calls, texts, webforms, use of products) or when you access our services or devices. Information about your experience or transactions with us or information we get with your consent from third parties. Arrow uses this information to fulfil requests or provide services to you, contact you about product options or services or events. The information will be transmitted and stored by us. Additionally, under a Refer a friend or similar promotion, if you provide Arrow with someone else's information, you confirm that they have authorized such disclosure of information and that they are aware and understand this policy.

Arrow uses the information it collects to provide you with services and products or to help us improve service or our relationship with you, for customer support, for research and development, for data analysis, for legal purposes, for marketing purposes or for business purposes. Arrow will not sell or rent your personal information. It may share information with its affiliates, third party or service providers that Arrow works with but only to the extent needed to help Arrow provide its service and products to you. This may include providers that assist in



maintaining business relationship or marketing other products or services, like sweepstakes or promotions that may involve a third party. If Arrow is acquired by another entity, your information will be transferred and used by the acquiring entity. Arrow may also disclose such information when required by law or necessary to fulfil a regulatory or request from government or to comply with legal process or to protect and defend Arrow's rights. If you want to opt out of Arrow sharing your information with third parties, you may contact Arrow and it may take several business days to complete the request.

Rewards or Other Linked Sites

Arrow's site contains links to its rewards program and may include links to other websites, apps or features, among other links, to third parties. Such third parties may have their own privacy policies that may be applicable, and Arrow's Privacy Policy may not apply. Arrow is not liable or responsible for the content provided on the third-party websites, nor is it responsible for the privacy policies that may apply.

Other Technologies

With respect to the use of cookies and other track technologies, you may be able to modify your cookie preferences on your browser. Please note that if you are using a wireless or mobile device to visit websites, the carrier may use cookies or other technologies to obtain and transmit certain information about you to other parties. You may contact your wireless carrier to alter such settings, but our website may not operate as usually if you don't accept a cookie or disable other features.

Some internet browsers allow you to give notice to certain websites that you do not want to track your online activities. This is often used for preference-based advertising. Arrow does not take action on do not track technology.

Protection of your Information

Arrow has reasonable safeguards and security measures in place to ensure your information under our control is protected and not lost or misused; however, we cannot guarantee or warrant the security of information and Arrow is not liable for damages or liabilities relating to theft, destruction or inadvertent disclosure of information. If Arrow believes your information has been compromised, we will take reasonable efforts to notify you as required by law, although this may be delayed if needed to investigate the entire situation and its impact.

Phishing

Arrow will not send you any emails asking you to reply with confidential personal information. Arrow will not send you any emails indicating that we would disconnect you unless you provide us with confidential personal information. Such emails are considered "phishing" emails and



may be an attempt to steal your passwords or infect your computer. For more information about phishing emails, see www.ftc.gov.

Communications

Arrow may be sending you communications via electronic mail or text message. If you want to opt-out, you may reply “stop” or click unsubscribe. You may also contact Arrow at the below contact information. However, even if you opt-out, Arrow may still need to reach out to you for certain transactional purposes or to communication information relating to the services or products we provide to you.

Updating Your Information

Arrow needs to ensure that your information is accurate and up to date. You may request access by calling 1-866-662-7769 or emailing info@arrowenergy.us. Arrow will take reasonable efforts to fulfill your request. Arrow may request certain information to verify your identity and maintain your security.

Changes to this Policy

Arrow may occasionally update this Privacy Policy without any prior notice. We may include a notice on the website and indicate when the Policy was updated. If you do not accept changes to the Policy, then you should immediately stop using our website. This Policy was last updated August 18, 2022.

Contact Arrow

If you want to update your information, opt out, withdraw consent for sharing your information or if you have questions or concerns, please contact us at info@arrowenergy.us.

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