



# Oxbow Calcining International LLC

## Privacy Policy

### 1. Introduction & Scope

We know that you care how information about you is used and shared, and we appreciate your trust that we will do so carefully and sensibly. This Privacy Policy (“Policy”) describes how Oxbow Calcining International LLC and its affiliates (collectively “Oxbow”) collect and process your personal information when you visit Oxbow websites, including Bulkongo.com, that contain a link to this Policy, or otherwise interact with Oxbow to receive products or services (together “Oxbow Services”). **By visiting such Oxbow websites or using Oxbow Services, you are consenting to the practices described in this Policy.**

**CALIFORNIA NOTICE AT COLLECTION OF PERSONAL INFORMATION:** We collect personal information identified below under “8.1 - Information We Collect” for the purposes described under “8.2- How We Use Your Personal Information.” For information about your privacy rights, please see “8.4 - Your Rights and Choices” below.

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This Policy does not apply to the personal information we collect from employees or job applicants. This Policy also does not apply to the practices of third parties (including service providers or other parties who may sell their products using the Bulkongo.com platform) who may also collect or receive data in connection with your use of the Oxbow Services.

### 2. What Personal Information About Customers Does Oxbow Collect?

We may collect the following categories of personal information. Not all categories may be collected about every individual:

- Personal identifiers, such as name, address and title
- Commercial information, such as purchase information and history
- Device and online identifiers and related information, such as telephone number and e-mail address
- Internet, application and network activity

### 3. What are the Sources of Personal Information Oxbow Collects?

We collect different types of information about you from a number of sources, including information you provide to us, information we automatically collect, and information we obtain from other sources (specified below).



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- **Information Directly and Indirectly from You:** We receive and store personal information you provide in relation to Oxbow Services. For example, when you make a purchase from our website, we may ask you to provide us with information about your purchase such as your name, e-mail address, billing address, shipping address, phone number and payment information.
- **Automatic Information:** We automatically collect and store certain types of information about your use of Oxbow Services, including information about your interaction with content and services available through Oxbow Services. Like many websites, we may use "cookies" and other unique identifiers, and we obtain certain types of information when your web browser or device accesses Oxbow Services. See Section 5 for more information about cookies.
- **Information from Other Sources:** We might receive information about you from other sources. For example, when you make a purchase from our website, your payment is processed through a third-party service provider who may provide us with information about your purchase such as your name, e-mail address, billing address, shipping address, phone number, and payment information. We may also receive updated delivery and address information from our shipping carriers, which we use to correct our records and deliver your next purchase more easily.

#### 4. For What Purposes Does Oxbow Use Your Personal Information?

We use your personal information for various business or commercial purposes, including fulfilling products and services, communicating with you, supporting and enhancing our business functions and for other legal, compliance and security purposes.

These purposes include:

- **Provision of services and delivery of products.** We use your personal information to fulfill the purpose for which you provided the information, including to carry out our obligations and enforce our rights. For example, we use your personal information to take and handle orders, deliver products and services, and process payments.
- **Communicate with you.** We use your personal information to communicate with you in relation to Oxbow Services via different channels (for example, by phone or e-mail).
- **Provide, troubleshoot and improve Oxbow Services.** We use your personal information to provide functionality, analyze performance, fix errors and improve the usability and effectiveness of the Oxbow Services.
- **Comply with legal obligations.** In certain cases, we collect and use your personal information to comply with laws, respond to law enforcement requests and as required by applicable law, court order, or governmental regulations. For instance, we may collect customer information regarding place of establishment and bank account information for identity verification and other purposes.
- **Fraud Prevention.** We use personal information to prevent and detect fraud and protect against security risks.
- **Business Transfers.** To evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets, whether as a going concern or as part of bankruptcy, liquidation or similar proceeding, in which personal information held by us is among the assets transferred.



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## 5. What about Cookies and Other Identifiers?

When you visit our website, the site asks your browser to store a small piece of data (text file) called a cookie on your device in order to recognize your browser or device and to provide Oxbow Services. Oxbow uses only cookies that are strictly necessary for the functionality of our website and cannot be switched off in our systems. They are usually only set in response to actions made by you that amount to a request for services, such as logging in or filling in forms. You can set your browser to block or alert you about these cookies, but that will cause some parts of the website to not work. These cookies do not store any personal information.

## 6. Does Oxbow Share or Sell Your Personal Information?

Information about our customers is an important part of our business, and we are not in the business of selling our customers' personal information to others. We share customers' personal information only as described below and with subsidiaries Oxbow controls that either are subject to this Policy or follow practices at least as protective as those described in this Policy.

- **Third-Party Service Providers:** We employ other companies and individuals to perform functions on our behalf. Examples include processing payments and delivering packages. These third-party service providers have access to personal information needed to perform their functions, but are prohibited from using it for other purposes.
- **Transactions involving Third Parties:** We may make available to you services or products provided by third parties for use through Oxbow Services, in which case your personal information may be shared with those third parties. For example, you may be able to order products from third parties through our website.
- **Business Transfers:** As we continue to develop our business, we might sell or buy other businesses or services. In such transactions, customer information generally is one of the transferred business assets but remains subject to the promises made in any pre-existing Privacy Policy (unless, of course, the customer consents otherwise). Also, in the unlikely event that Oxbow or substantially all of its assets are acquired, customer information will of course be one of the transferred assets.
- **Protection of Oxbow and Others:** We release account and other personal information when we believe release is appropriate to comply with the law; enforce or apply our Conditions of Use and other agreements; or protect the rights, property or safety of Oxbow, our users or others. This includes exchanging information with other companies and organizations for fraud protection.

## 7. How Secure Is Information About Me?

We design our systems with your security and privacy in mind.

- We work to protect the security of your personal information during transmission by using encryption protocols and software.
- We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personal customer information.
- It is important for you to protect against unauthorized access to your password and to your computers, devices and applications.



## 8. Additional Notice to California Consumers

Consumers residing in California have some additional rights with respect to their personal information under the California Consumer Privacy Act (“CCPA”). In sum, the CCPA allows California residents to request that a business that collects California consumers’ personal information give consumers additional transparency, access and other rights (detailed below) regarding the personal information that the business has collected about the consumer. If, as a California resident, you choose to exercise your rights under the CCPA, please submit your request by sending an e-mail to [privacy@oxbow.com](mailto:privacy@oxbow.com) with “CCPA Request” in the subject line and identify your specific request in the body of the message or call 1-855-692-9847.

### 8.1. Information We Collect

Categories of personal information that we collect about California consumers are:

- **Identifiers**, such as name, postal address, unique personal identifier, online identifier, Internet Protocol address, e-mail address, account name or other similar identifiers.
- **Personal information described in subdivision (e) of Section 1798.80**, such as name, address and telephone number.
- **Commercial information**, such as customer account details, records of products or services purchased, obtained or considered, or other purchasing or consuming histories or tendencies.
- **Internet or other electronic network activity information**, such as search history on our website and other information regarding a consumer’s usage of or interaction with our website.

The categories of sources from which personal information is collected are detailed in Section 3 of this Policy.

### 8.2. How We Use Your Personal Information

To understand the purposes for which we collect personal information, please review Section 4 of this Policy. We will not collect additional categories of personal information or use the personal information we collect for materially different, unrelated, or incompatible purposes without providing you notice. Oxbow does not “sell” or “share” your personal information as those terms are defined under CCPA.

### 8.3. Disclosure of Personal Information

We share personal information with third parties for business purposes as detailed in Section 4 of this Policy. The following table lists the categories of personal disclosed for a business purpose and the categories of recipients who have received this personal information. Please note that not every one of the following categories may apply to your personal information.

Category of Personal Information Disclosed for a Business Purpose	Categories of Recipients
<ul style="list-style-type: none"> <li>• Identifiers</li> <li>• Personal information described in subdivision (e) of Section 1798.80</li> <li>• Commercial information</li> <li>• Internet or other similar network activity</li> </ul>	<ul style="list-style-type: none"> <li>• Our affiliates</li> <li>• Service providers</li> <li>• Third parties to whom you or your agents authorize us to disclose your personal</li> </ul>



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	information in connection with Oxbow Services we provide to you <ul style="list-style-type: none"><li>• Government authorities and agencies</li></ul>
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#### 8.4. Your Rights and Choices

This section describes your CCPA rights and explains how to exercise those rights.

##### ❖ *Access Rights (Right to Know)*

You have the right to request that we disclose certain information to you about our collection and use of your personal information over the past 12 months, subject to certain exceptions. Once we receive and confirm your verifiable consumer request, we will disclose to you:

- The categories of personal information we collected about you.
- The categories of sources for the personal information we collected about you.
- Our business or commercial purpose for collecting that personal information.
- The categories of third parties with whom we share that personal information.
- The specific pieces of personal information we collected about you.

##### ❖ *Data Correction Rights*

You have the right to request that we correct inaccurate personal information that we maintain about you, subject to certain exceptions.

##### ❖ *Deletion Request Rights*

You have the right to request that we delete any of your personal information that we collected from you and retained, subject to certain exceptions. Once we receive and confirm your verifiable consumer request, we will delete (and direct our service providers to delete) your personal information from our records, unless an exception applies.

We may deny your deletion request if retaining the information is necessary for us or our service providers to:

1. Complete the transaction for which we collected the personal information, provide a good or service that you requested, take actions reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform our contract with you.
2. Detect security incidents, protect against malicious, deceptive, fraudulent or illegal activity or prosecute those responsible for such activities.
3. Debug products to identify and repair errors that impair existing intended functionality.
4. Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law.
5. Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 *seq.*).
6. Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us.
7. Comply with a legal obligation.



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8. Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

#### ❖ *Opt-Out Rights*

You have the right to opt-out of the “sale” or “sharing” of your personal information as those terms are defined under CCPA. Oxbow does not sell or share personal information as defined under CCPA.

#### ❖ *Exercising Rights*

To exercise rights described above, please submit a verifiable consumer request to us by e-mail at: [privacy@oxbow.com](mailto:privacy@oxbow.com) with “CCPA Request” in the subject line and identify your specific request in the body of the message, or call 1-855-692-9847.

Only you, or a person that you authorize to act on your behalf, may make a verifiable consumer request related to your personal information. You may designate, in writing or through a power of attorney, an authorized agent to make requests on your behalf to exercise your rights under the CCPA. Before accepting such a request from an agent, we will require the agent to provide written proof you have authorized it to act on your behalf, and we may need you to verify your identity directly with us. You may only make a verifiable consumer request for access twice within a 12-month period. The verifiable consumer request must:

- Provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information or an authorized representative.
- Describe your request with sufficient detail that allows us to properly understand, evaluate and respond to it.

#### ❖ *Response Timing and Format*

We will acknowledge receipt of your request within 10 business days of receipt, and we endeavor to respond to a verifiable consumer request within 45 days of its receipt. If we require more time (up to 90 days), we will inform you of the reason and extension period in writing. We will deliver our written response by mail or electronically, at your option. The response we provide will also explain the reasons we cannot comply with a request, if applicable.

### **8.5. Non-Discrimination**

We will not discriminate against you for exercising any of your CCPA rights.

## **9. Changes to Our Privacy Policy**

We reserve the right to amend this Policy at our discretion and at any time. When we make changes to this Policy we will post a notice on our website. If you have any questions or comments about this notice, please do not hesitate to contact us at [privacy@oxbow.com](mailto:privacy@oxbow.com).