

PRIVACY POLICY

Refinery Terminal Fire Company | www.rtfc.org | Effective Date: May 15, 2026

1. Introduction

Refinery Terminal Fire Company ("Company," "we," "us," or "our") is committed to protecting the privacy of visitors to www.rtfc.org (the "Site"). This Privacy Policy explains what information we collect, how we use it, and your rights with respect to that information. By using the Site, you agree to the practices described in this Privacy Policy.

This Policy applies solely to information collected through the Site and does not apply to information collected offline or through other channels.

2. Eligibility

The Site and our services are intended for individuals who are 18 years of age or older. We do not knowingly collect personal information from persons under the age of 18. If you are under 18, please do not submit any personal information through the Site. If we learn that we have inadvertently collected information from a minor, we will promptly delete it. If you believe we have collected information from a minor, please contact us at info@rtfc.org.

3. Information We Collect

3.1 Information You Provide Directly

When you complete a contact form or inquiry on the Site, we may collect the following categories of personal information:

- Full name
- Email address
- Phone number
- Company or organization name
- Message content or inquiry details

3.2 Information Collected Automatically

When you visit the Site, certain information is collected automatically through cookies, web beacons, and similar tracking technologies, including:

- IP address and approximate geographic location
- Browser type and version
- Operating system

- Pages visited, time spent on pages, and referring URL
- Device type and screen resolution
- Clickstream data and interaction data

4. Cookies and Tracking Technologies

The Site uses cookies and similar tracking technologies to enhance your experience and collect usage data. Cookies are small text files stored on your device. We use the following types of cookies:

Essential Cookies: Necessary for the Site to function properly. These cannot be disabled without affecting Site functionality.

Analytics Cookies: Help us understand how visitors interact with the Site. We use Google Analytics and WordPress built-in analytics for this purpose. These tools may collect information such as pages visited, time on site, and traffic sources.

Social Media Cookies: Set by Facebook (Meta) when you interact with Facebook integration features embedded on the Site, such as social sharing buttons or embedded content.

Most browsers allow you to control or disable cookies through their settings. Please note that disabling cookies may affect the functionality of the Site. For information on opting out of Google Analytics tracking, visit: <https://tools.google.com/dlpage/gaoptout>

5. How We Use Your Information

We use the information we collect for the following purposes:

- To respond to your inquiries, requests, and contact form submissions
- To provide information about our industrial training courses, in-plant staffing services, and other offerings
- To analyze Site usage and improve our content, design, and services
- To maintain the security and integrity of the Site
- To comply with applicable legal obligations
- To send follow-up communications related to your inquiry, where you have provided contact information

We will not use your personal information for purposes materially different from those described above without providing prior notice or obtaining your consent, as required by applicable law.

6. Third-Party Services

We use the following third-party services on the Site, each of which has its own privacy practices:

Google Analytics: A web analytics service provided by Google LLC. Google Analytics collects information about your use of the Site and reports website trends. You can learn more at <https://policies.google.com/privacy>

WordPress Analytics: We use analytics features provided through WordPress to monitor traffic and engagement on the Site.

Facebook (Meta) Integration: The Site may include Facebook social plugins or pixels operated by Meta Platforms, Inc. Facebook may collect information about your visit to the Site if you are logged into Facebook at the time. Please review Meta's Data Policy at <https://www.facebook.com/privacy/policy/>

We do not sell, rent, or trade your personal information to third parties for their own marketing purposes.

7. Data Sharing and Disclosure

We may share your personal information in the following limited circumstances:

Service Providers: We may share information with trusted third-party vendors and service providers who assist us in operating the Site and delivering our services, subject to confidentiality obligations.

Legal Requirements: We may disclose information if required to do so by law, regulation, court order, or governmental authority, or when we believe disclosure is necessary to protect our rights, your safety, or the safety of others.

Business Transfers: In the event of a merger, acquisition, or sale of assets, your information may be transferred as part of that transaction. We will provide notice of such transfer and any material changes to this Privacy Policy.

8. Data Retention

We retain personal information collected through contact forms for as long as necessary to fulfill the purposes for which it was collected, respond to inquiries, and comply with our legal and business obligations. When personal information is no longer needed, we dispose of it in a secure manner. Analytics data collected through Google Analytics and similar tools is governed by the respective third party's retention policies.

9. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect personal information from unauthorized access, use, alteration, or disclosure. However, no method of transmission over the internet or electronic storage is completely secure. We cannot guarantee absolute security of your information. If you believe your information has been compromised, please contact us immediately at info@rtfc.org.

10. Your Rights and Choices

Depending on your state of residence and applicable law, you may have certain rights regarding your personal information, including:

- The right to access or obtain a copy of the personal information we hold about you
- The right to request correction of inaccurate personal information
- The right to request deletion of your personal information, subject to certain exceptions
- The right to opt out of certain data sharing practices

To exercise any of these rights, please contact us at info@rtfc.org. We will not discriminate against you for exercising your privacy rights.

11. Links to Third-Party Websites

The Site may contain links to external websites not operated by us. This Privacy Policy does not apply to those sites. We encourage you to review the privacy policies of any third-party sites you visit. We are not responsible for the content or privacy practices of linked sites.

12. Governing Law

This Privacy Policy is governed by and construed in accordance with the laws of the State of Texas, without regard to its conflict of law principles.

13. Changes to This Privacy Policy

We reserve the right to update or modify this Privacy Policy at any time. When we make material changes, we will update the "Effective Date" at the top of this Policy. We encourage you to review this Policy periodically. Your continued use of the Site after any changes constitutes acceptance of the revised Policy.

14. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us:

Refinery Terminal Fire Company Email: services@rtfc.org Website: www.rtfc.org