

We are committed to protecting your right to privacy.

This Privacy Policy describes how we manage the personal information we collect while doing business. This Privacy Policy covers only information that is collected through the web site or other web site addresses that are operated by and provide service of CORNING NATRUAL GAS CORPORATION. (the “Site”). This Privacy Policy does not cover information that may be collected through other web sites accessible through our Site or through software downloaded from our Site.

Information collected automatically when you enter our site

Cookies: When you visit our Site, a permanent “cookie” (a small text file) is stored on your computer’s hard drive. The purpose of the cookie is to recognize you as a return visitor the next time you visit, so we can enhance and customize your online shopping experience. Cookies do not contain any personally identifiable information, and we do not use cookies to identify customers. You may set your Internet browser to reject cookies but doing so will prevent our Site from operating as intended, and you will not be able to view the entire Site. Browsers may vary, so check the “Help” menu of your browser to learn how to change your cookie preferences.

Log files: To enhance the quality of your experience during your visit to the Site, we also collect certain technical information from your computer each time you request a page during a visit to our Site and store it in log files. This information may include your Internet Protocol (IP) address, your computer’s operating system, browser type, the addresses of pages you visit before and after visiting our Site, the date and time of your visit, and which pages you view during your visit to the Site.

Profiles: We store information that we collect through cookies, log files, clear gifs, and/or third-party sources to create a “profile” of your preferences. Together with your purchasing history, email address and other information you provide to us, we use your profile to reduce the steps needed for you to place orders through the Site, to provide tailored promotions and marketing offers, and to analyze and improve the content of our Site.

Information we gather When You Request or Order Our Products and Services

We collect different types of corporate and/or personal information for different purposes. **Catalogs:** When you request a catalog, we collect your name and mailing address so we can fulfill your request. We also request your email address and phone number.

Log-in Identification: Individual consumers may register a log-in name and set a password when visiting our Site or placing an order through our Site. To register, we request that you provide your name, mailing address, telephone/fax numbers, and e-mail address. This registration enables us to track online orders and save your customer information and preferences, so you will not have to re-enter the same information every time you return to our Site. This information allows us to quickly process orders, provide efficient customer care, and present information relevant to a user’s organization. We also use this information to authenticate your identity when you request access to our online services.

Orders: To process and ship your order, we need your name, phone number, credit card account information, billing address, shipping address, and e-mail address. This information is stored on a secure server to allow us to process subsequent orders more quickly. If we have trouble processing an order, we will use this information to contact you.

Communications from Us or the Site

We may use your contact information to respond to your requests or to communicate about your orders. Distribution Lists: Upon requesting a catalog, ordering our products/services, or subscribing to our newsletter and alerts, you will be placed on our distribution lists and may receive occasional postal mail, email, or telephone notification about CORNING NATRUAL GAS CORPORATION products, services, special offers, promotions, or Site updates that we believe may be of interest to you. To remove yourself from these lists, see “Choice” below.

Emails: To create a better electronic community, we may collect specific user profile information, such as the referring URL, when you click on a link in our e-mail communications. This information is used to capture broad demographic trends that may allow us to provide you with information better tailored to your interests. You will not be personally identified from this information. To opt out of these emails, see “Choice” below.

Conditions Under Which We Share Information

We may disclose customer information for the purposes described below, or for other purposes that you authorize:

Our Agents, Service Providers and Contractors: We engage third parties to perform certain of our business operations for which customer information may be disclosed. For example, we use outside shipping companies to fulfill orders and credit card processing companies to obtain payment for our goods and services. We also disclose customer information to third parties that perform other tasks or functions, such as order processing and fulfillment, customer relations, technical support, training, marketing/advertising, legal, fraud prevention services and fraud risk modeling, and other administrative, professional, or consulting services. We allow these third parties to make further disclosures of your personally identifiable information only with your consent or as permitted under this Privacy Policy.

Other Disclosures: We may collect, maintain, and disclose your information as required by law and when we believe that disclosure is necessary to protect our rights or property; to protect the rights, property, or safety of other persons; to comply with a judicial proceeding, court order, or legal process served on us or the Site. We may also disclose your information in connection with an actual or proposed corporate transaction or insolvency proceeding involving all or part of the business or assets to which the information pertains.

Aggregate (Non-Personally Identifiable) Information: Information about you and your activities on our Site may be aggregated, or grouped together, with information about other customers in a way such that your information cannot be identified as yours. We may disclose this aggregate information to third parties that perform data collection and reporting services regarding our customers’ activities on our Site, measure the effectiveness of our marketing efforts, or evaluate the interests and preferences of people in certain categories. These third parties may use cookies on our Site and may receive anonymous information about your browsing and purchasing activity on our Site.

You may opt out of certain uses of your personal information, as described above. Mail and Telephone Lists: To remove yourself from our promotional mailing and telephone lists, please send an e-mail to _____ or call us at _____. Email Lists: If you prefer not to receive e-mail from us (other than those directly responsive to your orders, inquiries, or requests), please click the “unsubscribe” link at the bottom of any promotional e-mail or send a blank email request to _____ Please note: Even though you may choose to unsubscribe

from our email distribution list, for security reasons we will always attempt to send you transaction-related order, backorder and shipment confirmation emails concerning your purchases through the Site.

Access and Amendment of Personal Information

You may request to access or delete your personal information and may request to make appropriate changes to it by sending a request to one of the addresses provided below under “Contact Us.”

Security

The security of your corporate and personal information is important to us. When you enter sensitive information (such as credit card numbers) on our registration or order forms, we encrypt that information using secure socket layer technology (SSL). We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

Other Web Sites

We have no control over the privacy practices of web sites outside of our domain. If you follow a link to another site, read the site’s privacy policy and contact the site’s administrator with your privacy-related questions.

Privacy Policy Changes

We may change this Privacy Policy from time to time. Any changes will be posted on the Site. Individuals may be asked to consent or may be given an opportunity to opt out before previously collected information is used for purposes materially different from the purposes permitted under the Privacy Policy in effect at the time the information was originally collected.

Privacy Complaints

CORNING NATRUAL GAS CORPORATION commits to resolve complaints about your privacy and our collection or use of your personal information.

Contact Us

If you have any questions regarding this Privacy Policy:

CORNING NATRUAL GAS CORPORATION
330 West William Street
Corning NY 14830

Ph: 607-936-3755