

# FUTUREFUEL CORPORATION

## Privacy Policy

Last revised: May 1, 2025

FutureFuel Corporation (“we,” “our,” or “us”), takes privacy seriously. We know that the privacy of your personal information is important to you. This Privacy Policy (“Policy”) describes the manner in which we collect, use, maintain, disclose and process information collected through this website (<https://futurefuelcorporation.com/>) (“Website”), information collected when you engage with us through our goods and services, which includes information collected by other means, both online and offline.

By using our products, services and/or engaging with the Website, you accept the terms of this Policy and our Website Terms of Use and consent to our collection, use, disclosure and retention of your information as described in this Policy.

We provide this Policy to ensure that those who provide personal information to us understand what personal information we may collect and hold about them, what we may use it for and how we keep it safe. You may have legal rights to access the personal information we hold about you and to control how we use it, as set forth in this Policy. Our collection and use of your personal information is in accordance with this Policy.

This Policy is in addition to any other legally binding agreement between you and us that may govern your privacy or your use of our services. To the extent any such agreement is in writing and conflicts with this Policy, the terms of such written agreement will govern.

### **Applicability of the Policy (and its limitations)**

This Policy applies to personal information we collect through our Website, as well as to personal information we collect by other means, whether online or offline.

We may collect and use your personal information and the contents of your online communications on or through the Website as necessary to operate the Websites and provide you with our services and content. We use the term “personal information” to describe information that can reasonably be associated with you and can be used to identify you. Personal information does not include information that has been deidentified or aggregated.

### *Processing information controlled by a third-party*

When we provide services to customers, we sometimes handle information provided by a third-party partner or customer. In such a scenario, we process the information solely on the instructions of the entity that provides the information, which retains control of the information. For example, this Policy does not apply to personal information that we may collect or receive from websites operated by other companies or from our business partners.

Where our use of your personal information is not covered by this Policy, you may need to contact the entity that collected your information, and on whose behalf the processing of your information is carried out in order to understand your privacy rights.

### *Third Party links*

Our Website may contain links to other sites. You should review the privacy policy of each website visited before disclosing any personal information. To the extent we provide links to third party websites, such links do not constitute our endorsement, sponsorship, or recommendation of the third parties, the third party websites, or the information contained on those websites, and we are not responsible or liable for your use of such third party websites. Where appropriate you should review the privacy policies of any websites or applications before submitting your personal information.

### **When we collect personal information**

We may collect personal information from the following sources:

- directly from you (i.e., information you enter into our Website or otherwise provide to us)
- indirectly from your interactions with our technologies or our Website
- other service providers and third parties

### **Types of personal information we collect and possible uses**

The following is a summary of the types of personal information we collect, and the purposes for which that information may be used.

#### *Website Users*

When you use our Website or submit an inquiry through the “Contact Us” tool we collect, use, store and transfer different kinds of personal information about you which we have grouped together as follows:

- “**Communications Data**” includes correspondence or messages (including emails, SMS or chat or social media messages or comments) and other personal information which you provide to us through these sources;
- “**Contact Data**” includes your postal address, e-mail address and telephone number(s);
- “**Identity Data**” includes your, first name, last name and title; and
- “**Technical Data**” includes technical information (through the use of cookies or similar technologies, including your IP address, device identifier, browsing patterns on our website, click stream data, and HTTP protocol elements) information. Please see our Cookie Notice accessed through the “CONSENT PREFERENCES” located on the footer of our [FutureFuelCorporation.com](http://FutureFuelCorporation.com) for further information.

In certain instances, we may use IP addresses to help identify you when we feel, in our sole discretion, that it is reasonably necessary to enforce compliance with this Policy, to protect our services, website, systems, information, employees, business partners, subsidiaries, affiliates, users, customers or others, or when required by law or for law enforcement purposes.

#### *Former, Current and Prospective Customers*

When we provide services to you we collect, use, store and transfer different kinds of personal information about you which we have grouped together as follows:

- **“Communications Data”** includes calls you make to our customer services team, correspondence or messages (including emails, SMS or chat or social media messages or comments) and other personal information which you provide to us within the scope of the relationship or potential relationship;
- **“Contact Data”** includes your postal address, e-mail address and telephone number(s);
- **“Identity Data”** includes your, first name, last name, title, job title and proof of your identity;
- **“Professional Data”** includes information about your professional background, history of directorships and adverse media coverage;
- **“Event Data”** includes additional details of the events you have attended as well as additional details that you provide to us at one of our events including information provided in surveys; and
- **“Marketing Data”** includes details of your marketing and communication preferences.

#### *Job Applicants*

If you apply for a position with us, we collect the following personal information:

- **“Application Data”** includes your job title, work history and other information you provide to us in connection with your application;
- **“Communications Data”** includes correspondence or messages (including emails, SMS or chat or social media messages or comments) and other personal information which you provide to within these;
- **“Contact Data”** includes your postal address, e-mail address and telephone number(s); and
- **“Identity Data”** includes your, first name, last name and title.

#### *Contractors*

If we hire you as a vendor, supplier or contractor, we collect the following personal information:

- **“Communications Data”** includes correspondence or messages (including emails, SMS or chat or social media messages or comments) and other personal information which you provide to within these;

- “**Contact Data**” includes your postal address, e-mail address and telephone number(s);
- “**Financial Data**” includes your bank account details; and
- “**Identity Data**” includes your, first name, last name and title.

We also may collect the following categories of information about the organizations of persons who interact with the websites and use our services:

- “**Communications Data**” including inquiries, partial inquiries or contact forms, even if abandoned or not submitted
- “**Identity Data**” including identifying information, including name, location, industry, size, business address, business phone numbers, business website, email addresses, job titles
- “**Technical Data**” including IP address, cookies, and data concerning interaction with our website, pages visited and content engaged with

You should be aware that when you voluntarily disclose personally identifiable information (for example, your user name or e-mail address) via comments, messages, postings, or in other public areas of the websites, that information can be collected and used by third parties and may result in unsolicited messages from other posters or third parties. These activities are beyond our control.

We may also provide social media features on the Website that enable you to share personal information with your social networks and to interact with the Website. Depending on the features, your use of these features may result in the collection or sharing of personal information about you. We encourage you to review the privacy policies and settings on the social media sites with which you interact.

### **Lawful basis for collecting personal information**

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose and complies with data protection laws.

The purposes for which we use your personal information and the lawful basis on which we rely to process it for each purpose is as follows:

Purpose	Data Types	Legal Basis
<b>Website Visitors</b>		
Ensure the effective operation of the website.	• Technical Data	<u>Legitimate Interests</u> – necessary to help us deliver our services.
Learn about user behaviour on the website.	• Technical Data	<u>Legitimate Interests</u> – necessary to help us improve our services.

Respond to your enquiries.	<ul style="list-style-type: none"> <li>• Identity Data</li> <li>• Contact Data</li> <li>• Communications Data</li> </ul>	<u>Legitimate Interests</u> – necessary to communicate with you.
Maintain network and information security.	<ul style="list-style-type: none"> <li>• Technical Data</li> </ul>	<u>Legitimate Interests</u> – necessary to protect your information against loss or damage, theft or unauthorised access and protect our business.
Protect our services, website, systems, information, employees, business partners, subsidiaries, affiliates, users, customers or others, or when required by law or for law enforcement purposes.	<ul style="list-style-type: none"> <li>• Identity Data</li> <li>• Contact Data</li> <li>• Communications Data</li> <li>• Technical Data</li> </ul>	<u>Legitimate Interests</u> – necessary to protect our business interests and assist law enforcement.
<b>Former, Current and Prospective Customers</b>		
Provide our services	<ul style="list-style-type: none"> <li>• Identity Data</li> <li>• Contact Data</li> <li>• Communications Data</li> </ul>	<u>Contract</u> – necessary to perform our contract with you.
Communicate with you and deal with complaints.	<ul style="list-style-type: none"> <li>• Contact Data</li> <li>• Communications Data</li> </ul>	<u>Legitimate Interests</u> – necessary to respond to you and process your requests, enquiries and complaints.
Inform you of updates to our terms and conditions and notices.	<ul style="list-style-type: none"> <li>• Contact Data</li> <li>• Communications Data</li> </ul>	<u>Legitimate Interests</u> – necessary to provide you with information about our products and services.
Carry out "Know Your Client" checks and screening prior to starting a new engagement.	<ul style="list-style-type: none"> <li>• Identity Data</li> <li>• Professional Data</li> </ul>	<u>Legitimate Interests</u> – necessary to protect our business interests.
Carry out background checks for the purposes of complying with anti-money laundering and terrorist financing laws;	<ul style="list-style-type: none"> <li>• Identity Data</li> <li>• Professional Data</li> </ul>	<u>Legal Obligation</u> – where we are required to do so by applicable laws.
Send newsletters, know-how, promotional material and other marketing communications.	<ul style="list-style-type: none"> <li>• Contact Data</li> <li>• Marketing Data</li> </ul>	<u>Consent</u> – where you have given your consent for us to do so.
Measure the reach and effectiveness of our marketing communications.	<ul style="list-style-type: none"> <li>• Communications Data</li> <li>• Marketing Data</li> </ul>	<u>Legitimate Interests</u> – necessary to improve our marketing campaigns.
Invite you to and facilitate your participation at events.	<ul style="list-style-type: none"> <li>• Contact Data</li> <li>• Event Data</li> </ul>	<u>Legitimate Interests</u> – necessary to invite you and enable you to attend events.
Detection and prevention of fraud and other criminal activities.	<ul style="list-style-type: none"> <li>• Identity Data</li> <li>• Professional Data</li> </ul>	<u>Legitimate Interests</u> - necessary to ensure the security our business.

	<ul style="list-style-type: none"> <li>• Communications Data</li> <li>• Technical Data</li> </ul>	
Administer claims, bring or defend legal proceedings.	<ul style="list-style-type: none"> <li>• Identity Data</li> <li>• Contact Data</li> <li>• Communications Data</li> <li>• Technical Data</li> </ul>	<u>Legitimate Interests</u> – necessary to protect our business interests and enforce our legal rights.
<b>Job Applicants</b>		
Consider your application,	<ul style="list-style-type: none"> <li>• Application Data</li> <li>• Communications Data</li> <li>• Contact Data</li> <li>• Identity Data</li> </ul>	<u>Legitimate Interests</u> – necessary to consider your suitability for a role in our organisation.
<b>Contractors</b>		
Complete transactions and, where applicable, complete appropriate screening activities	<ul style="list-style-type: none"> <li>• Communications Data</li> <li>• Contact Data</li> <li>• Financial Data</li> <li>• Identity Data</li> </ul>	<u>Contract</u> – necessary to perform: <ul style="list-style-type: none"> <li>• pre contractual steps to perform our contract with you; and</li> <li>• our contract with you.</li> </ul>

### **Processing of special categories of data**

Before collecting and/or using any special categories of data (as that term is defined in the GDPR, or as an equivalent term is defined by other privacy laws), or criminal record data, we will establish a lawful exemption which will allow us to use that information. This exemption will typically be:

- your explicit consent;
- the establishment, exercise or defense by us or third parties of legal claims; or
- other uses allowed by applicable law including context specific exemptions provided for under local laws of EU Member States, UK laws and other countries implementing the GDPR and similar privacy laws, such as in relation to the processing of special category data for the purposes of substantial public interest (e.g. preventing or detecting fraud in relation to instructions from potential clients).

### **Disclosure of Personal Information to Third Parties**

We will not disclose your personal information to third parties other than as described in this Policy unless we have your permission or are required or permitted to do so by law. We may share such information with our affiliates as necessary to carry out the purposes for which the information was supplied or collected. Similarly, third party contractors, consultants and/or vendors engaged by us to provide services may have access to your personal information. These third parties will be subject to their own data protection requirements providing the same or greater level of security provided by us and in most instances will also have entered into a written agreement with us which addresses the protection of your personal information.

We may share personal information about you with third parties when we engage them to perform services, including maintenance services, hosting, data storage, security, analytics and data analysis, payment processing, marketing, email and text message distribution, customer service, providing certain interactive tools, and conducting surveys.

Third-party advertisers may place or recognize a unique “cookie” on your browser and may use non-personally identifiable information about your visit to the websites to provide advertisements about good and services that may be of interest to you. How these third-party companies use your non-personally identifiable information is beyond our control. Cookies can be blocked or deleted via your browser’s privacy settings.

We may also disclose your personal information for the purposes of:

- responding to requests from law enforcement agencies, regulators or courts, or to subpoenas, search warrants, or other legal requests;
- the prevention and/or detection of crime;
- establishing legal rights or to investigate or pursue legal claims;
- a merger, acquisition or corporate restructuring to which we are subject; and/or
- preventing risk of harm to an individual.

### **Choices About How We Use and Disclose Your Information**

We strive to provide you with choices regarding the personal information you provide to us. We have created mechanisms to provide you with the following control over your information:

***Tracking Technologies and Advertising.*** You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. To learn how you can manage your Flash cookie settings, visit the Flash player settings page on Adobe's website. If you disable or refuse cookies, please note that some parts of this site may then be inaccessible or not function properly.

We do not control third parties' collection or use of your information to serve interest-based advertising. However these third parties may provide you with ways to choose not to have your information collected or used in this way. You can opt out of receiving targeted ads from members of the Network Advertising Initiative ("NAI") on the NAI's website.

### **Your Privacy Rights**

Depending on your jurisdiction and subject to certain limitations, you have the following rights with respect to the personal information we process about you:

- Request a copy of the personal information the Company holds about you (including as necessary to support your right of data portability),

- Request to know information about the categories of personal information we process about you,
- Request that the Company correct your data,
- Request that your data be deleted, and
- Withdraw consent for any processing where we have requested your consent.

If you would like to exercise any of these rights, you may submit your request at one of the options listed in the “Contact Us” section at the end of this document. If we deny your request, you may appeal our decision by contacting us at one of the options listed in the “Contact Us” section at the end of this document. (Please put “APPEAL” in your subject line of your letter or email.) If you have concerns about the results of an appeal, you may contact the attorney general in the state where you reside.

### **Marketing Communications.**

If you would prefer not to receive marketing emails from us, simply click on the unsubscribe link included at the bottom of any of those emails. If you opt out of receiving marketing emails, we may still send you other types of messages, such as purchase receipts, information about shipments, or emails about your account.

### **CCPA and CPRA disclosure about data collection practices**

In the last 12 months, we collected the following categories of personal information:

- identifiers (such as name, contact information and device identifiers)
- commercial information (such as items purchased)
- internet or other network activity information (such as browsing behavior and other usage data)
- demographic data (such as gender);
- audio, electronic, visual or similar information (such as customer support call information);
- and other personal information (such as product feedback or payment method information).

Further details are as follows:

<b>Categories of Personal Information</b>	<b>Categories of Recipients with Whom Personal Information May be Shared</b>
<ul style="list-style-type: none"> <li>• Identifiers (such as name, contact information and device identifiers)</li> <li>• Commercial information (such as items purchased)</li> </ul>	<ul style="list-style-type: none"> <li>• Affiliates and subsidiaries</li> <li>• Analytics companies</li> <li>• Cloud storage providers</li> </ul>



<ul style="list-style-type: none"> <li>• Internet or other network activity information (such as browsing behavior and other usage data)</li> <li>• Inferences (such as purchasing preferences and approximate location)</li> <li>• Audio, electronic, visual or similar information (such as customer support call information)</li> <li>• Other personal information (such as product feedback or payment method information)</li> </ul>	<ul style="list-style-type: none"> <li>• Communications providers</li> <li>• Fraud prevention providers</li> <li>• Fulfillment partners</li> <li>• Marketing and advertising partners</li> <li>• Payment processing companies</li> <li>• Providers of third-party app integrations</li> <li>• Webhosting providers</li> </ul>
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We do **not** use third-party cookies and related technologies to send targeted ads.

### **Notification to EU and Other International Website Users**

If you are in the EEA, UK or Switzerland, you have certain rights and protections under the law regarding our processing of your personal data. We share what information we collect and how we use this information for the business and commercial purposes described in the preceding sections above.

We will only process personal data about in accordance with the following legal basis:

*Necessity:* As necessary to perform our responsibilities under our contract with you. For example, by processing your order and delivering the products you purchase;

*Legitimate Interest:* When we have a legitimate interest in processing your personal data. For example, to communicate with you about changes to our Services or legal documents, to prevent fraud, or to provide, protect and improve our products and services. We only rely on our legitimate interests to process your Personal Information when these interests are not overridden by your rights and interests;

*Consent:* If we request your consent to a specific processing activity (such as to send marketing emails), and you provide your consent in the manner indicated; and

*Legal Obligation:* In some cases, processing will be necessary for compliance with a legal obligation, such as response to legal process requests.

### **Data subject requests**

Please see the “Your Privacy Rights” section above for more information about your privacy rights and how to exercise them. In addition, you have the right to object to certain processing or request we restrict certain processing. To exercise any of these rights, please contact us via the options listed in the “Contact Us” section at the end of this document.

### **Retention of your personal information**

We retain your personal information for the period of time reasonably required for the purposes for which it was collected, any compatible purposes which we subsequently establish, or any new purposes to which you subsequently consent, or to comply with legal, regulatory and our own policy requirements. This period of time will usually be the period of your, or the relevant client's, relationship or contract with us plus a period reflecting the length of time for which legal claims may be made following the termination of such relationship or contract. Some information (such as call recordings, tax records and certain information required to demonstrate regulatory compliance) may need to be kept for longer. Personal information will be kept for a shorter or longer period of time if so required by law or our policies, if the information becomes subject to a legal hold (for example, following a communication from our regulator) or if we have identified through a data protection impact assessment that a different retention period is appropriate. Please contact us using the information below if you have any questions about retention periods.

### **Information security**

We employ industry-standard security measures designed to protect the security of all information submitted through our services or Website. However, the security of information transmitted through the internet can never be guaranteed. We are not responsible for any interception or interruption of any communications through the internet or for changes to or losses of data. Users of the services are responsible for maintaining the security of any password, user ID or other form of authentication involved in obtaining access to password protected or secure areas of any of our digital services. In order to protect you and your data, we may suspend your use of any of the services, without notice, pending an investigation, if any breach of security is suspected. Access to and use of password protected and/or secure areas of any of the Services are restricted to authorized users only. Unauthorized access to such areas is prohibited and may lead to criminal prosecution.

### **Children**

Our Websites are not intended for children under 16 years of age. No one under age 16 may provide any information to or on the Websites. We do not knowingly collect personal information from children under 16. If you are under 16, do not use or provide any information on the Websites. If we learn we have collected or received personal information from a child under 16 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 16, please contact us via the options listed in the "Contact Us" section at the end of this document.

### **Opting Out of Communications**

Communications from us may include requested communications, such as email newsletters or updates that you expressly requested or consented to receive, and general communications, such as information about products, services, or special offers.

You may “opt out” of receiving any further communications from us by (i) selecting the “unsubscribe” link at the bottom of any of our email communications, or (ii) emailing us at [Privacy@ffcmail.com](mailto:Privacy@ffcmail.com) with UNSUBSCRIBE in the subject line.

### **Modifications to Privacy Policy**

We reserve the right to change this Privacy Policy at any time. Updated versions of the Privacy Policy will appear on this Website and are effective immediately. You are responsible for regularly reviewing the Privacy Policy. Continued use of the websites after any such changes constitutes your consent to such changes.

### **Contact Us**

If you have any questions about this Privacy Policy, please contact us in writing at the address below or by email at [Privacy@ffcmail.com](mailto:Privacy@ffcmail.com):

#### **FutureFuel Data Privacy Contact:**

Legal Department  
FutureFuel Chemical Company  
2800 Gap Road  
Batesville, AR 72501