



SUPERIOR PLUS CORP. PRIVACY POLICY

I. Introduction

Superior is committed to maintaining the confidentiality, security and accuracy of the Personal Information that is under its control.

Superior collects, uses and discloses Personal Information about its customers, suppliers, and others with whom it has contact in the course of conducting its normal business operations. This Policy describes and governs the collection, use and disclosure of Personal Information by Superior. This Policy does not apply to Business Contact Information or Personal Information that has been made anonymous.

When an individual contacts Superior, seeks Superior's products or services, or otherwise provides Superior with their Personal Information, the individual consents to Superior's collection, use and disclosure of their Personal Information as described in this Policy.

This Policy includes the following topics:

Collection and Use of Personal Information

Sharing and Disclosure of Personal Information

Protection and Retention of Personal Information

Privacy Rights and Choices

Consent

Cookies, Web Analytics and Targeted Advertising

Contact Information

Policy Revision

Additional Disclosures for Certain U.S. Residents

Definitions

In this Policy the following capitalized terms have the meanings set out below:

"Business Contact Information" means information that is used for the purpose of communicating or facilitating communication with an individual in relation to their employment, business or profession such



as the individual's name, position name or title, work address, work telephone number, work fax number or work electronic address.

"Personal Information" means information about an identifiable individual, excluding Business Contact Information.

"Policy" means this privacy policy, as may be amended from time to time.

"Superior", "we", "us", and "our" means Superior Plus Corp., Superior Plus LP, Superior General Partner Inc., and each of their divisions, affiliates and subsidiaries, including, but not limited to, Superior Gas Liquids Partnership, Superior Plus Energy Services Inc., Certarus Ltd., and any and all internal governance bodies.

II. Collection and Use of Personal Information

Types of Personal Information Collected

Superior collects and uses different types of Personal Information about individuals who Superior interacts with. This includes customers, prospective customers, suppliers, investors, and website visitors. The most common types of Personal Information collected and used by Superior are:

- a) identification and contact information: including, but not limited to, name, address, telephone number, and email address;
- b) financial information: including, but not limited to, credit information (such as credit history and credit scores obtained from credit bureaus), billing records, accounts receivable and payment information, and tax-related information;
- c) business relationship and operations information: including, but not limited to, customer and supplier service requests, customer addresses and personal contacts, service and equipment records and other information about the use of our products and services, any recorded customer complaints, investor contact information and requests, agreement terms and preferences, call recordings and chat transcripts from customer service interactions (including through automated chat functions, including chatbots or other artificial intelligence-powered tools), property holder information necessary for administration of our leases and operations, and information necessary to effect emergency response plans;
- d) online engagement information: including reviews and other information that you may post online about us, as well as direct communications to us through online platforms; and
- e) technical information: including, but not limited to, device and browser information, IP address, page visits, preferences, interactions with our websites (such as clicks, scrolls, and mouse movements), and other information that is automatically collected by cookies and similar technologies when individuals visit Superior websites or interact with our ads or emails. For more information, see Section VII. Cookies, Web Analytics and Targeted Advertising below.



Sensitive Personal Information

The following categories of Personal Information that Superior collects may be classified as “Sensitive” under certain U.S. privacy laws:

- Government identification numbers, including social security number, driver’s license number, state identification card number, or passport number
- Account log-in, financial account, debit card, or credit card number in combination with any required security or access code, password, or credentials allowing access to an account.

Superior uses or discloses Sensitive Personal Information where reasonably necessary and proportionate for the purposes of providing products and performing services individuals have requested, verifying and improving the products and services Superior provides, detecting security incidents, fraud, and other illegal actions, ensuring the physical safety of natural persons, performing services on behalf of the business, or short-term transient use. Superior collects and processes Sensitive Personal Information without the purpose of inferring characteristics about the relevant individual, and Superior does not sell Sensitive Personal Information or process or otherwise share Sensitive Personal Information for the purpose of targeted advertising.

Deidentified Information

Superior may at times receive, or process Personal Information to create, deidentified information that can no longer reasonably be used to infer information about, or otherwise be linked to, a particular individual or household. Where Superior receives or creates deidentified information, Superior will maintain and use the information in deidentified form and not attempt to reidentify the information except as required or permitted by law.

How Superior Collects Personal Information

We may collect Personal Information:

- a) directly from an individual, including when we communicate with them or use of our services;
- b) from publicly available databases or other sources, including websites and online platforms (such as when a review is written about us or our services);
- c) through the use of cookies and similar technologies when individuals use our websites or applications or interact with our ads;
- d) from third-party partners that provide data to us for marketing and lead generation purposes;
- e) from credit bureaus, when we conduct credit checks to make decisions on payment and credit terms; and
- f) from business partners or other third parties, when they volunteer the Personal Information to us, or as necessary for the purposes identified below.



It is the responsibility of individuals or third parties who provide Personal Information about someone else to Superior to ensure they have obtained consent or otherwise have sufficient authorization to do so.

Why Superior Collects and Uses Personal Information

Superior collects and uses these types of Personal Information in order to manage and develop its business and operations, including, but not limited to:

- a) establishing, managing and terminating business relations with customers, suppliers (including providing our products and services) and other third parties;
- b) running credit checks to determine payment or credit terms for customers;
- c) informing investors of, and supplying investors with, investor relations information;
- d) advertising to customers and prospective customers, and contacting them for marketing and promotional purposes;
- e) protecting against error, fraud, theft, damage or nuisance relating to Superior's assets, operations or reputation and securing company-held information;
- f) undertaking our environmental, health and safety activities, including incident planning, emergency response and investigation;
- g) maintaining and improving Superior websites and website visitor experience;
- h) contacting customers to provide customer service and support, including through the use of chatbots and other automated technologies;
- i) complying with individual requests;
- j) complying with applicable law or regulatory requirements;
- k) protecting the rights, property, interests or safety of Superior or its stakeholders; and
- l) any other reasonable purpose required by Superior and, if required by applicable law, to which an individual consents.

Automated Decisions

Where permitted by law, Superior may use automated decisions to assist with certain business functions. For example, Superior uses automated systems to help determine payment terms for customers based on the results of the credit check we run. We may also use automated decisions to identify customers or potential customers to engage with, or for information security and fraud prevention and detection purposes.

III. Sharing and Disclosure of Personal Information

Superior shares or discloses Personal Information as follows.

Service Providers



Superior shares Personal Information with service providers, who may process Personal Information on Superior's behalf. These service providers include IT and data storage providers, professional advisors, and service providers that assist with business functions related to, compliance, customer service (including product or equipment delivery or service), marketing, security, and capital markets.

Within Superior and with Business Partners

We share Personal Information within the Superior group of companies to operate and grow our business. For example, we may share Personal Information with an affiliate or related company that provides back-end services to us, or for the purpose of conducting analytics.

We may also share Personal Information with third party business partners that refer customers to Superior, act as advertising partners, or provide similar business development opportunities. For example, we may share contact information with third-party data providers for the purpose of identifying prospective customers or improving the accuracy of our marketing efforts. We may also share Personal Information with online platforms (including social media platforms) that we advertise on.

Credit Bureaus

We disclose Personal Information to credit bureaus when we conduct credit checks. As part of our participation in the credit system, we or third-party collection agencies may disclose Personal Information to credit bureaus when a customer misses a payment and we are unable to reach an arrangement with them in a timely manner.

Other Third Parties

Superior may also provide Personal Information to other third parties in the following circumstances:

- a) where the information is publicly available;
- b) to protect the rights, property, interests or safety of Superior or its stakeholders;
- c) when emergencies occur or where it is necessary to protect the safety of a person or group of persons;
- d) where it is relevant to a business transaction, such as a sale of part or all of Superior, a corporate re-organization, financing or a partnership or investment opportunity;
- e) to investigate, remedy or enforce the potential breach of an agreement or law (including to collect debts);
- f) to comply with any valid legal requirement, legal process, or governmental request; or
- g) where Superior has otherwise obtained an individual's consent, if required by applicable law.

International Transfers and Storage of Personal Information

Superior, its service providers and its business partners may store or process Personal Information outside the jurisdiction of the individual who provided the Personal Information. In those



circumstances, Personal Information may be subject to local laws and law enforcement requirements, and it may be disclosed to the governmental authorities, courts, or law enforcement agencies of those jurisdictions if required by those laws. Superior primarily stores Personal Information in Canada and the United States.

IV. Protection and Retention of Personal Information

Protection of Personal Information

Superior maintains physical, technical and procedural safeguards that are appropriate to the sensitivity of the Personal Information in question. These safeguards are designed to prevent Personal Information from loss, theft, and unauthorized access, copying, use, modification or disclosure. These safeguards include: passwords, encryption and other electronic security measures; locked or limited access to premises and file cabinets; and security monitoring of premises.

Retention of Personal Information

Except as otherwise permitted or required by applicable law or regulatory requirements, Superior retains Personal Information only for as long as is reasonable to fulfill the purposes for which the Personal Information was collected (including, for the purpose of meeting any legal, accounting or other reporting requirements or obligations). To the extent permitted by applicable law, Superior may, instead of destroying or erasing Personal Information, make it anonymous such that it cannot be associated with or tracked back to a specific individual.

V. Privacy Rights and Choices

Updating Personal Information

It is important that Personal Information contained in Superior's records is both accurate and current. Superior asks that customers, suppliers and third parties keep us informed of changes to Personal Information during the course of the business relationship.

If an individual believes the Personal Information about them held by Superior is not correct, the individual may request an update of that information by making a request to Superior's Privacy Officer using the contact information set out below. In some circumstances Superior may not agree with the request to change an individual's Personal Information and will instead append an alternative text to the record in question.

Accessing Personal Information

An individual may ask to see the Personal Information that Superior holds about them. If someone wants to review, verify or correct their Personal Information, they may contact our Privacy Officer. Please note that any such communications must be in writing.

Additional Privacy Rights

Depending on an individual's province, state, or country of residence, the individual may also be entitled to request:

- a) information about automated decisions we may make and to submit observations regarding them;
- b) that we disclose their Personal Information to a third party;
- c) that we delete their Personal Information;
- d) to withdraw their consent (for more information, see Section VI. Consent below);
- e) that we confirm whether we are processing their Personal Information, and provide details regarding the categories of Personal Information collected, the sources of that information, the purposes for collecting it, and the categories of Personal Information disclosed, sold, or shared for targeted advertising purposes and the categories of recipients;
- f) that we do not sell their Personal Information or share their Personal Information for targeted advertising purposes; or
- g) that we limit our collection, use, or disclosure of Sensitive Personal Information.

Superior will not discriminate against an individual for exercising these rights, subject to certain exceptions permitted by applicable law, such as offering a different price, rate, or quality of product or service where the difference is reasonably related to the value of the Personal Information.

When responding to a request, Superior may require specific information from an individual to confirm their identity and their rights in the Personal Information, such as their name, contact information, and details of their relationship with Superior. Superior may charge a fee to respond to rights requests where permitted by law, but it will advise of any fee in advance. If help is needed in preparing a request, an individual can contact the office of Superior's Privacy Officer. Where Personal Information will be disclosed to an individual, Superior will endeavour to provide the information in question within a reasonable time and no later than 30 days following the request.

An individual's rights with regard to Personal Information are not absolute. There are instances where applicable law or regulatory requirements may permit or require Superior to refuse a request to exercise these rights, such as when:

- a) information is prohibitively costly to provide;
- b) information contains references to other individuals;
- c) information cannot be disclosed for legal, security or commercial proprietary reasons; and
- d) information is subject to solicitor-client or litigation privilege.

In addition, the Personal Information may no longer exist, may have been destroyed, erased or made anonymous in accordance with Superior's record retention obligations and practices.

In the event that Superior cannot fulfill a rights request, it will endeavour to inform that individual of the reasons why the request has been denied, subject to any legal or regulatory restrictions.

Where permitted by applicable law, an individual may use an authorized agent to submit a request on the individual's behalf, provided Superior is able to verify the authorized agent's authority to act for the individual, such as through a valid power of attorney or a signed letter identifying the individual and the authorized agent and confirming the agent's authorization. Superior may still need to contact the individual directly to confirm the authorized agent's authority and to verify the individual's identity.

VI. Consent

Superior only collects Personal Information by lawful means. Superior may obtain consent through this Policy or through other means (such as express consent given verbally or in writing). However, in some situations, the law allows Superior to collect, use or disclose Personal Information without consent.

As set out above, by submitting Personal Information to Superior (including by contacting Superior or seeking Superior's products or services), individuals consent to the collection, use and disclosure practices set out in this Policy as they relate to individuals' Personal Information.

An individual is entitled to change or withdraw their consent at any time, subject to legal or contractual restrictions (and reasonable notice), by contacting Superior's Privacy Officer using the contact information set out below. In some circumstances, a change in or withdrawal of consent may limit Superior's ability to provide products or services to, or acquire products or services from, that individual.

VII. Cookies, Web Analytics and Targeted Advertising

Superior may use cookies, pixels, and other tracking technologies (together, "Cookies") on Superior websites and in email communications to collect information (including technical information described under Section II. Collection and Use of Personal Information above) about visitors to Superior's websites and applications and how they use them, and to measure the effectiveness of our email marketing campaigns.

Types of Cookies and Tracking Technologies

Superior uses Cookies for three primary purposes:

- a) **Advertising:** We may work with online platforms for advertising purposes, such as Google, Meta (Facebook), LinkedIn, Pinterest, TikTok, and Nextdoor. For example, we work with third-party ad networks and advertising partners to deliver advertising and personalized content on our services, on other websites and services, and across other devices. These parties may collect information automatically from your browser or device when you visit our websites and other services through the use of Cookies. This information is used to provide



Superior Plus

and inform targeted advertising, to create lookalike audiences and to provide advertising-related services such as reporting, attribution and market research. While we do not sell Personal Information for monetary consideration, the sharing of Personal Information for targeted advertising purposes may be considered a “sale” or “sharing” of Personal Information under certain U.S. privacy laws, and individuals may exercise applicable opt-out rights as described in this Policy.

- b) **Performance:** We use Cookies to help manage the performance of our websites. We also use Cookies with analytics providers to understand how visitors use our websites, and to improve our websites and users’ experience on them. Some tools may record user sessions to understand how visitors navigate our websites.
- c) **Essential:** We use essential Cookies that help operate and protect our websites. These Cookies cannot be turned off.

User Choices

Users can toggle advertising and performance Cookies on or off through the consent banner displayed on Superior websites, or by adjusting their Cookies preferences on Superior’s website.

Users can also adjust the Cookies settings on their browser. Browser support pages provide more information on Cookies and how to manage them.

In addition, users can customize how online platforms use Cookies to provide them with relevant advertising across the internet by managing their preferences with those platforms.

Google Analytics

Superior uses Google Analytics to better understand use of Superior websites. Google Analytics collects information including how many times a user visits our website, what pages they visit, and where they were referred from. Advertising identifiers for mobile devices (such as Android and iOS Advertising Identifiers) may also be collected. Google may use this data for its own advertising purposes. Google will not associate a user’s IP address with any other data held by Google. To learn more about Google Analytics, [click here](#). Users can also deactivate the Google Analytics function with a browser add-on, which can be downloaded [here](#).

Do-Not-Track Requests

Superior will honour Global Privacy Control signals and other legally recognized universal opt-out mechanisms sent by an individual’s browser or device, to the extent required by applicable law. Where enabled, Global Privacy Control signals will automatically opt out any cookies that constitute a sale of Personal Information or are used for targeted advertising purposes. This opt-out is website-, device-, and browser-specific, so preferences will need to be updated separately on each device and browser used to interact with Superior’s websites. For more information on how to exercise opt-out rights, please refer to Section V. Privacy Rights and Choices above.

VIII. Contact Information

If an individual has a question or concern about: (a) access to Personal Information or exercising other rights under applicable privacy laws, (b) the collection, use, management or disclosure of Personal Information, (c) changing or withdrawing consent with respect to Personal Information, or (d) this Policy or relevant legislation, they may contact the office of Superior's Privacy Officer in writing or by e-mail at:

155 Wellington St. West, Suite 3610
Toronto, Ontario M5V 3H1
Attention: Privacy Officer
privacyofficer@superiorplus.com

Superior endeavours to answer all questions raised in a timely manner, and advise individuals in writing of any steps taken to address an issue brought forward. If an individual is not satisfied with Superior's response, they may be entitled to appeal that decision by replying to the communication resolving the request or by otherwise contacting Superior's Privacy Officer, or to make a written submission to the privacy authority applicable for their jurisdiction.

IX. Policy Revision

Superior will review and revise this Policy from time to time to reflect changes in legal or regulatory obligations or changes in the manner in which it deals with Personal Information. Any revised version of this Policy will be posted on Superior's website, and individuals are encouraged to refer back to it on a regular basis.

This Policy does not create or confer upon any individual any rights, or impose upon Superior any rights or obligations outside of, or in addition to, any rights or obligations imposed by Canada's and the United States' federal, provincial and state privacy legislation, as applicable. Should there be, in a specific case, any inconsistency between this Policy and relevant legislation in that jurisdiction, this Policy shall be interpreted, in respect of that case, to give effect to, and comply with, that privacy legislation.

Reviewed and Updated: August 2026



ADDITIONAL DISCLOSURES FOR CERTAIN U.S. RESIDENTS

These disclosures provide additional information about our personal data processing practices for residents of the states specified below.

I. Additional California-Specific Disclosures

The following disclosures apply only to residents of California.

California Categories of Personal Data

California law requires Superior to provide disclosures about what Personal Information it collects by reference to the enumerated categories of Personal Information set forth within California law. To address this obligation, Superior has identified the relevant enumerated California Personal Information categories for the Personal Information described in the Collection and Use of Personal Information section of this Policy below:

- a) Identifiers, such as name, address, telephone number, and email address.
- b) Customer records, such as billing records, accounts receivable, payment information, and tax-related information.
- c) Commercial information, such as customer and supplier service requests, agreement terms and preferences, service and equipment records, and recorded customer complaints.
- d) Internet / network information, such as device, browser, page visits, preferences, and other information automatically collected by cookies and similar technologies.
- e) Geolocation data, such as general geographic location derived from IP address.
- f) Inferences, such as preferences and interests derived from website browsing behavior and interactions with Superior's services.

California's "Shine the Light" Law

California's "Shine the Light" law (Civil Code Section § 1798.83) provides certain rights to California residents that have an established business relationship with Superior with regard to the disclosure of certain types of Personal Information to third parties for their direct marketing purposes. It is Superior's policy that it does not disclose Personal Information to third parties for their direct marketing purposes if a consumer has exercised their right to opt out. To opt out of having your Personal Information disclosed to third parties for their direct marketing purposes, please follow the opt out instructions set forth above.

II. Nevada Residents

If you are a resident of Nevada, you have the right to opt out of the sale of your Personal Information. Although Superior does not currently sell Personal Information of Nevada residents



(as defined under Nevada law), you may submit a request to opt out of the sale of your Personal Information by following the opt out instructions set forth above.