

Privacy Policy

Effective Date: January 16, 2025

MGENE SERVICES LLC ("we," "our," "us") values your privacy and is committed to protecting the personal information you provide through our online booking site. This Privacy Policy explains how we collect, use, disclose, and protect your information in compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and other applicable laws.

1. Information We Collect

We collect the following types of information when you use our services:

- **Personal Identifiable Information (PII):** This includes your name, address, phone number, email address, date of birth, and other identifying details required for our services.
- **Protected Health Information (PHI):** This includes information related to DNA testing, drug testing, and fingerprinting services as mandated under HIPAA.
- **Payment Information:** Information required to process payments, such as credit card or billing details.
- **Technical Information:** Non-personally identifiable details such as IP addresses, browser types, and device information collected through cookies and similar technologies.

2. How We Use Your Information

We use your information for the following purposes:

- To provide and manage our DNA, drug testing, and fingerprinting services.
- To process your bookings and payments securely.
- To communicate with you regarding appointments, results, or customer support inquiries.
- To comply with legal and regulatory requirements, including HIPAA.
- To improve our website, services, and customer experience.

3. How We Protect Your Information

We take the following measures to safeguard your information:

- **HIPAA Compliance:** All handling, storage, and release of PHI are in strict compliance with HIPAA guidelines.
- **Data Encryption:** We use industry-standard encryption protocols to protect your data during transmission and storage.
- **Access Controls:** Only authorized personnel with training in HIPAA standards can access your information.
- **Annual Training:** Our staff undergoes annual refresher training on data protection, HIPAA compliance, and privacy standards.
- **Secure Storage:** Physical and electronic records are stored securely to prevent unauthorized access or breaches.

4. Information Sharing and Disclosure

We do not sell, rent, or trade your information to third parties. However, we may share your information in the following situations:

- **With Your Consent:** When you provide explicit consent for specific uses or disclosures.
- **With Service Providers:** Third-party vendors who assist us in operating our website and delivering services, provided they adhere to strict confidentiality agreements and HIPAA compliance.
- **Legal Requirements:** When required by law, regulation, subpoena, or court order.

5. Your Rights

As a client, you have the following rights regarding your information:

- **Access and Review:** You can request access to or copies of your personal or health information.
- **Amendments:** You can request corrections to inaccuracies in your information.
- **Restrict Use:** You can request limitations on how your information is used or disclosed.
- **Request Disclosure History:** You can request an account of when and why your information was shared.
- **File a Complaint:** You can file a complaint with us or the Department of Health and Human Services (HHS) if you believe your rights have been violated.

To exercise these rights, please contact us at: support@mgeneservices.com.

6. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to improve functionality and user experience. You can control cookie preferences through your browser settings. Non-essential cookies are only used with your consent.

7. Retention of Information

We retain your personal and health information only as long as necessary to provide services, comply with legal obligations, resolve disputes, and enforce agreements.

8. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these external sites. We recommend reviewing their privacy policies before providing any information.

9. Updates to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in legal requirements or our practices. We will notify you of significant changes by posting an updated policy on our website with a revised effective date.

10. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy, please contact us at:

MGENE SERVICES LLC

Email: admin@mgeneservices.com

Phone: 833-866-4363

Address: 7777 W Lincoln Highway Frankfort, IL 60423 Ste A, 1st Floor

Your trust is important to us, and we are committed to maintaining the privacy and security of your information while providing top-quality DNA, drug testing, and fingerprinting services.