

# Privacy Policy

Effective Date: May 25, 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 or business-to-government interactions. 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), the Federal Acquisition Regulation (FAR), 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, including your mobile number for SMS communications.
- **Protected Health Information (PHI):** This includes information related to DNA testing, drug testing, and fingerprinting services as mandated under HIPAA.
- **Business or Contract-Related Information:** For government contracts, this may include names, roles, contact information, and background screening data for authorized personnel, site access logs, and compliance-related communications.
- **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, fingerprinting, and contract performance services.
- To process your bookings, contracts, and payments securely.
- To communicate with you regarding appointments, results, support inquiries, contract fulfillment, or scheduling.
- To send SMS text messages related to appointments, confirmations, contract services, and customer service, in accordance with your communication preferences.
- To comply with legal and regulatory requirements, including HIPAA and federal procurement rules.
- 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](mailto: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](mailto:admin@mgeneservices.com)**

**Phone: 833-866-4363**

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

## 11. SMS Text Messaging

If you provide your phone number to us, you consent to receive SMS (Short Message Service) text messages from MGENE

Services LLC for purposes including, but not limited to, appointment confirmations, service reminders, customer support, and service-related or contract-related notifications.

- Message Frequency: Message frequency varies depending on your interaction with our services.
- Message & Data Rates: Message and data rates may apply depending on your mobile plan and carrier.
- Opt-In: You may opt in to receive SMS messages by providing your mobile number through our online forms or by texting a designated keyword to our toll-free number.
- Opt-Out: You may opt out at any time by replying "STOP" to any message you receive from us. You may also request to stop receiving SMS by emailing us at support@mgeneservices.com.
- Help: For help regarding our SMS messages, reply "HELP" or contact us at 833-866-4363.
- Data Privacy: Your mobile number and message content are handled in compliance with HIPAA, federal privacy requirements, and applicable laws. SMS is not used to transmit sensitive test results or PHI.

## 12. Information for Government Contract Clients

MGENE Services LLC also provides services to government agencies and commercial entities under contract. In these cases, we may collect and use limited business or personnel information necessary for project performance, background screening, site access, and compliance purposes. This may include:

- Employee names, roles, and background screening info (when authorized)
- Facility access information
- Contractual communication records (emails, phone numbers, meeting notes)

This data is not considered Protected Health Information (PHI) unless expressly collected under a HIPAA-covered service. However, all data is handled securely and in accordance with applicable federal regulations, including the Federal Acquisition Regulation (FAR), FISMA, and agency-specific privacy policies when applicable.

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