

## Privacy Policy

MTEL & Company, LLC (DBA: MTEL Health Management Services) is committed to protecting the privacy of its users. This Privacy Policy outlines the types of personal information we collect, how we use it, and the measures we take to safeguard your information. By using our DNA testing services, you consent to the collection and use of your information as described in this policy.

### 1. Information We Collect

- a. **Personal Information:** When you use our DNA testing services, we may collect personal information such as your name, email address, mailing address, phone number, date of birth, and payment information.
- b. **DNA Sample:** We collect DNA samples from our users to conduct genetic testing. This DNA sample is securely stored and used only for the purpose of providing our services to you.
- c. **Usage Information:** We may collect information about how you use our website, including your IP address, browser type, operating system, and access times.

### 2. Use of Information

- a. **Providing Services:** We use your personal information to provide our DNA testing services to you, including analyzing your DNA sample and generating reports.
- b. **Communication:** We may use your contact information to communicate with you about your account, updates to our services, and promotional offers. You can opt-out of receiving promotional communications at any time by sending an email to: *contact.mtel-hms@mtelcompany.com*, using the Subject Line: Opt-Out.
- c. **Improving Services:** We may use aggregated and anonymized data for research and analytical purposes to improve our services and develop new features.

### 3. Information Sharing

- a. **Third-Party Service Providers:** We may share your personal information with third-party service providers who assist us in providing our services, such as laboratory partners and shipping companies. These service providers are contractually obligated to

protect your information and use it only for the purposes for which we disclose it to them.

b. **Legal Compliance:** We may disclose your information if required to do so by law or in response to a subpoena or court order. We may also disclose your information to protect our rights or to comply with legal processes.

#### **4. Data Security**

We take the security of your information seriously and have implemented technical, administrative, and physical safeguards to protect your information from unauthorized access, disclosure, alteration, and destruction. However, no method of transmission over the Internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

#### **5. Information Update**

You may update your personal information by sending us an email, using the Subject Line: Update Information - (Your Name).

#### **6. Privacy Policy for Individuals Under Age 18**

Our clients may include individuals under 18, and we will need to collect DNA samples and personal information from minors to provide our services effectively.

We are committed to safeguarding the privacy of minors and complying with relevant regulations.

#### **7. Changes to this Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable laws. We will notify you of any material changes by posting the updated policy on our website or by other means of communication.

#### **8. Contact Us**

If you have any questions or concerns about this Privacy Policy or our practices, don't hesitate to get in touch with us at: *contact.mtel-hms@mtelcompany.com*.

**Effective Date: [6May24]**