

## **Privacy Policy for Ark-DNA**

Effective Date: April 15, 2026

TPGB DNA LLC d/b/a Ark-DNA (“Ark-DNA,” “we,” “us,” or “our”) operates the website [www.ark-dna.com](http://www.ark-dna.com) and associated services (collectively, the “Platform”). We are committed to protecting the privacy of our users while providing high-quality DNA testing and genetic analysis services for wildlife, game, and conservation management.

This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use the Platform, submit DNA samples, create an account, or interact with our services. By accessing or using the Platform, you consent to the practices described in this Privacy Policy.

If you do not agree with our practices, please do not use the Platform. This Privacy Policy is incorporated into and should be read alongside our End User License Agreement (EULA).

### **1. Information We Collect**

We collect the following categories of information:

- Account and Contact Information: Name, email address, phone number, mailing address, billing information, and account credentials when you register or place an order.
- Sample and Genetic Data: Physical DNA samples (e.g., hair) you submit, along with associated metadata such as species, animal identifiers (tags, tattoos, pedigree info), sample collection details, and the resulting genetic profiles, test results, and reports.
- Usage Data: IP address, browser type, device information, pages visited, and interaction logs collected automatically through cookies, analytics tools, or server logs.
- Communications: Any messages, support requests, or feedback you send to us.

We do not knowingly collect or process human DNA samples or data intended for medical, health, or personal identification purposes. Our services are strictly limited to non-human wildlife and game applications.

### **2. How We Use Your Information**

We use the collected information to:

- Provide, process, and deliver the DNA testing services you request (including sample processing, analysis, and result reporting).
- Manage your account, process payments, and communicate with you about orders and results.

- Improve our technology, conduct internal research, and develop new services (using anonymized or aggregated data where possible).
- Comply with legal obligations, respond to lawful requests from authorities, and enforce our EULA.
- Detect and prevent fraud, abuse, or violations of our terms.

Genetic data and test results may be used internally for quality control, scientific research, and technology improvement. We may create and retain anonymized or aggregated datasets that do not identify you or specific animals.

### **3. Sharing and Disclosure of Information**

We do not sell your personal information or genetic data to third parties.

We may share your information only in the following limited circumstances:

- With service providers and contractors who assist us in operating the Platform, processing samples, performing analysis, hosting data, or providing customer support (under strict confidentiality agreements).
- With affiliated companies or in the event of a merger, acquisition, or sale of assets (with appropriate protections).
- To comply with applicable laws, regulations, court orders, or government requests (including wildlife regulatory agencies).
- To enforce our EULA, protect our rights, or respond to claims of violation of third-party rights.
- With your explicit consent or at your direction (e.g., sharing results with a veterinarian or conservation partner you designate).

For international users or when analysis involves partners outside the United States (e.g., in South Africa or Portugal), data may be transferred internationally. We take reasonable steps to ensure appropriate safeguards are in place.

### **4. Data Retention and Deletion**

We retain your account information and genetic results for as long as your account is active or as needed to provide services and comply with legal obligations.

Physical DNA samples are destroyed upon testing and are not returned.

You may request removal of your personal data and genetic results from any Public Facing Registry by sending a written request to the contact address or email listed on [www.ark-dna.com](http://www.ark-dna.com). We will use commercially reasonable efforts to process such requests within 30 days, to the extent technically feasible. However, your data will not be deleted from our internal records, databases, or backups. Anonymized or aggregated data may be retained indefinitely for research and business purposes.

## **5. Security**

We implement industry-standard administrative, technical, and physical safeguards to protect your information, including genetic data, from unauthorized access, disclosure, alteration, or destruction. However, no security system is infallible, and we cannot guarantee absolute security.

## **6. Your Rights and Choices**

- You can access, update, or correct your account information through your account settings.
- You may request removal from the Public Facing Registry as described above.
- You can opt out of non-essential marketing communications by following the instructions in our emails or contacting us.
- Texas residents and users in other jurisdictions with applicable privacy rights may have additional rights regarding access, deletion, or opt-out of certain processing. Contact us to exercise these rights.

## **7. Children's Privacy**

The Platform is not intended for individuals under the age of 18. We do not knowingly collect personal information from children. If we become aware that we have collected data from a child without parental consent, we will take steps to delete it.

## **8. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. We will post the revised version on the Platform with a new effective date. Your continued use of the Platform after changes constitutes acceptance of the updated policy.

## **9. Contact Us**

If you have questions about this Privacy Policy or our data practices, please contact us in writing at:

TPGB DNA LLC d/b/a Ark-DNA  
PO Box 1998  
Beaumont, Texas, United States

Email: [Info@arkdna.com](mailto:Info@arkdna.com) (or the current contact email listed on [www.ark-dna.com](http://www.ark-dna.com))

Phone: US: 409-527-2088

By using the Platform, you acknowledge that you have read and understood this Privacy Policy.

Last updated: April 15, 2026

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