

PRIVACY POLICY & TERMS OF USE

Trust Screen Lab LLC - TrustScreenLab.com

AT A GLANCE

A plain-language summary - please read the full policy below for complete details.

- We collect basic contact and appointment information when you schedule a service. We do not collect sensitive personal, health, or financial account information through our website.
- We do not sell your personal information. We share it only with the service providers and authorized parties needed to complete your requested service.
- Test results and service records are handled directly by accredited laboratories, government agencies, and other authorized parties - not retained by Trust Screen Lab.
- You can opt out of marketing emails at any time by clicking unsubscribe.
- Arizona residents have rights under the Arizona Consumer Privacy Act, including access, correction, and deletion of data we hold.
- Participation in any surveys or contests we offer is always optional.
- Questions? Call (480) 210-1016 or email Admin@TrustScreenLab.com.

Trust Screen Lab LLC ("Trust Screen Lab," "we," "us," or "our") operates TrustScreenLab.com. This document explains how we handle your personal information and the terms governing your use of our website, booking tools, and services.

It applies to anyone who interacts with us - whether you're scheduling a service, visiting our site, or working with us on behalf of an employer, school, court, or other organization. Service-specific consent forms, authorizations, employer agreements, laboratory notices, and legal requirements may also apply and will control if they conflict with this general document.

Part I contains the Privacy Policy. Part II contains the Terms of Use. By accessing TrustScreenLab.com, booking an appointment, or submitting information, you acknowledge the Privacy Policy and agree to the Terms of Use. If you do not agree, please do not use the website or services.

PART I - PRIVACY POLICY

1. Information We Collect

When you use our website or services, we may collect the following:

- **Contact information:** name, mailing address, email address, and telephone number.
- **Appointment and transaction information:** the service requested, appointment date and time, referring organization, payment status, billing details, and receipts.
- **Website and device information:** IP address, browser type, operating system, pages visited, session activity, and similar technical data collected automatically when you visit our site.

- **Information you share directly:** anything you submit through our contact form, email, phone, or in-person communications.

We do not collect sensitive personal information - such as Social Security numbers, health records, drug test results, DNA or biometric data, government ID numbers, or criminal history - through our website, booking forms, or any online process. This type of information is handled exclusively by the accredited laboratories, government agencies, and authorized third parties that perform your requested service.

2. How We Collect Information

We collect information when you visit TrustScreenLab.com, complete a booking or contact form, schedule or purchase a service, communicate with us by phone or email, or are referred to us by an employer, court, agency, or other authorized party. We also collect technical data automatically through website cookies and similar tools - see Section 8 for details.

3. Why We Use Personal Information

We use the information we collect to:

- schedule appointments, verify your identity for service purposes, and coordinate with authorized service partners;
- send appointment confirmations, reminders, and service-related communications;
- process payments, issue receipts, prevent fraud, and maintain business records;
- comply with DOT, court, immigration, employer, contractual, legal, and regulatory requirements;
- operate, secure, and improve our website and services; and
- send promotional communications when you have not opted out. You can stop these at any time - see Section 9.

4. Our Role as a Service Coordinator

Trust Screen Lab coordinates and facilitates drug and alcohol testing, DNA services, background checks, fingerprinting, and related services. In most cases, we are the collection site or scheduling coordinator - the accredited laboratory, medical review officer, consumer reporting agency, government agency, or other authorized party is the entity that analyzes, processes, and retains sensitive service records.

Because of this, Trust Screen Lab typically does not hold, control, or retain the final results or reports associated with your service. If you have questions about a specific result, report, or record, contact us and we will identify the right party and help connect you where we are able.

5. How We Share Information

We do not sell your personal information. We share it only as reasonably necessary to provide your requested service, including with:

- Wix.com and website vendors that host, operate, and support our website (see wix.com/about/privacy);
- payment processors that handle transactions;
- laboratories, medical review officers, third-party administrators, couriers, and other testing-service providers;

- background-screening, identity-verification, fingerprinting, and records providers;
- employers, courts, attorneys, government agencies, schools, and other authorized recipients when supported by an order, authorization, consent, or lawful request;
- professional advisers, auditors, and legal counsel bound to protect the information;
- law enforcement or courts when required by law or to protect rights and safety; and
- a successor organization in connection with a merger or sale of our business, subject to applicable confidentiality requirements.

DO NOT SHARE: We do not share personal information with third parties for marketing or promotional purposes.

6. Results and Authorized Recipients

Testing, screening, and service results are released only to the person or organization legally authorized to receive them. For employer-directed, DOT, court, immigration, or similar services, the authorized recipient may be the employer, laboratory, agency, or other designated party rather than the individual being tested.

Because results are maintained by independent laboratories or other providers, Trust Screen Lab may not be able to access, modify, or delete those records.

7. Website Hosting and Data Storage

TrustScreenLab.com is hosted on the Wix.com platform. Information submitted through the website is stored in Wix's secure database infrastructure. Payments are processed by Wix Payments or another payment processor - Trust Screen Lab receives billing confirmation, not your full payment-card number. You can review Wix's privacy practices at wix.com/about/privacy. Information may also be stored in systems used by our service partners, subject to applicable law.

8. Cookies

Our website may use cookies, pixels, and similar tools to enable essential site functions, remember preferences, measure traffic, and support communications features. You can manage cookies through the website banner or your browser settings. Blocking certain cookies may limit some website features. Third-party tools on our site are governed by their own privacy policies.

9. How We Communicate With You

We may contact you by email, phone, or mail to confirm appointments, send instructions, respond to inquiries, address billing issues, or meet legal obligations. You may opt out of promotional emails at any time by clicking the unsubscribe link in any message or by contacting us - please allow up to 10 business days. Even after opting out, we may still send service-related and legally required messages.

10. Data Security

We use reasonable administrative, technical, and physical safeguards - including access controls, secure systems, and vendor safeguards - to protect your information from unauthorized access or disclosure. No online system is completely secure. If you believe your information has been compromised, contact us immediately.

11. Data Retention

We keep information as long as necessary to provide services, fulfill contracts, comply with legal and regulatory requirements, and resolve disputes. Retention periods vary by record type. When information is no longer needed, we delete, de-identify, or securely dispose of it. Records held by laboratories, agencies, or other third parties are subject to their own retention policies.

12. Your Privacy Rights and Requests

Subject to applicable law - including the Arizona Consumer Privacy Act for Arizona residents - and identity verification, you may ask us to access, correct, update, or delete personal information we control, or withdraw consent for certain uses. We will respond promptly. Some requests may be limited for legal, contractual, or security reasons. We cannot modify records held by independent laboratories, agencies, or other third parties.

To submit a request, contact us using the information at the end of this document.

13. Children and Minors

Our website is not directed to children under 13. We do not knowingly collect personal information from children under 13 without appropriate authorization. Services involving minors require authorization from a parent, legal guardian, court, or other legally permitted party.

14. Third-Party Links

Our website may link to laboratories, government resources, or other third-party sites. Trust Screen Lab is not responsible for their privacy practices or content. We encourage you to review the privacy policy of any site that collects your information.

15. Consent and Changes to This Policy

By using our website, you consent to the collection and use of information as described in this policy. If we make changes, we will post them on this page and update the date at the top. For material changes - such as new data-sharing practices - we will make reasonable efforts to notify you by email or a prominent website notice before the change takes effect. Please review this page periodically to stay informed.

If you believe we are not following this policy, contact us immediately at (480) 210-1016 or Admin@TrustScreenLab.com.

16. Surveys and Contests

From time to time, Trust Screen Lab may offer optional surveys, feedback requests, or promotional contests. Participation is completely voluntary - choosing not to participate will not affect your ability to use our services.

Information collected may include your name, email address, and survey responses. We use this solely to improve our services or to administer the contest, including notifying winners. We do not share survey or contest information with third parties for marketing purposes.

PART II - TERMS OF USE

These Terms of Use (“Terms”) govern your access to TrustScreenLab.com and use of our website content, booking tools, and services. Additional agreements, consent forms, employer instructions, laboratory requirements, and government rules may apply to a specific service and will control if they conflict with these general Terms.

Emergency Notice: Trust Screen Lab does not provide emergency services. If you are experiencing a medical or safety emergency, call 911 or go to your nearest emergency facility immediately.

1. Services and Website Information

Trust Screen Lab provides or coordinates drug and alcohol testing; DOT and non-DOT services; DNA and relationship testing; fingerprinting and background-check support; employer screening programs; mobile, on-site, court, immigration, athletic, government, military, student, and specialty testing; and related administrative services. Availability, prices, panels, locations, and turnaround times may change.

Website content is for general information and scheduling only. It is not medical, legal, employment, or regulatory advice and does not substitute for guidance from a qualified professional.

2. Your Responsibilities

You must provide accurate, current information and present required identification when asked. You may not impersonate another person, alter collection documents, interfere with chain of custody, or use our website or services for any illegal purpose.

By ordering a service for another person, you confirm you have all required consent and legal authority. Employers, agencies, attorneys, and other ordering parties are responsible for ensuring their use of services and results complies with applicable law.

3. Appointments and Collections

What to bring: A valid government-issued photo ID and any authorization or order document required for your service. Call us before your appointment if you're unsure.

Your appointment may be delayed, rescheduled, or cancelled - and documented and reported to an authorized party - if you arrive late, lack required identification, are unable to provide an acceptable specimen, refuse to follow collection procedures, or engage in unsafe or disruptive conduct. Trust Screen Lab may refuse service when necessary to protect safety, specimen integrity, or legal compliance.

4. Prices, Payment, and Refunds

Payment is due at booking or service unless another arrangement applies. Prices vary by service type, laboratory, and location. Third-party fees - including lab processing, background searches, mobile travel, and fingerprinting - may be separate and are non-refundable once incurred. Contact us promptly with any billing concern.

5. Results and Turnaround Times

Published turnaround times are estimates, not guarantees. Delays may result from lab processing, medical review, shipping, incomplete documentation, or other factors outside our control. A screening result is not necessarily a final confirmed result - non-negative results may

require laboratory confirmation or medical review. Trust Screen Lab does not guarantee that any employer, court, agency, or other organization will accept a particular test or result.

6. Employer, DOT, Background, and DNA Services

Employer and DOT Services

The employer or program administrator controls employment decisions. Trust Screen Lab does not determine hiring, discipline, or eligibility. DOT-regulated services follow applicable federal rules.

Background Checks

The requesting party is responsible for a lawful permissible purpose, required disclosures, and compliance with the Fair Credit Reporting Act and applicable state law. Disputes about report accuracy should be directed to the consumer reporting agency identified in the report.

DNA Services

Court-admissible and immigration DNA services have specific collection, chain-of-custody, and reporting requirements. Home-collected specimens may not be legally admissible. We may request additional documentation when chain of custody or identity cannot be verified.

7. Website Use and Intellectual Property

Use the website only for lawful purposes related to our services. You may not attempt unauthorized access, introduce malware, scrape or republish content, or submit false information. Trust Screen Lab's name, logo, and website content are protected by intellectual-property law and may not be used without written permission.

8. Disclaimers

We work with accredited laboratories and certified collectors to ensure accuracy and quality. That said, we cannot guarantee specific turnaround times, uninterrupted website access, or acceptance of any result by an employer, court, or agency. To the fullest extent permitted by law, the website and services are provided "as available" without warranties of any kind. Nothing in these Terms excludes a remedy that cannot legally be excluded.

9. Limitation of Liability

To the fullest extent permitted by law, Trust Screen Lab and its owners, employees, and agents will not be liable for indirect, incidental, consequential, or punitive damages arising from the website or services. For any direct claim from a paid service, our liability will not exceed the amount you paid for that service, unless applicable law requires otherwise.

10. Indemnification

To the extent permitted by law, you agree to hold Trust Screen Lab harmless from claims arising from your unlawful use of our services, false information, lack of required authorization, misuse of results, or violation of these Terms. This does not require a consumer to indemnify Trust Screen Lab for our own unlawful conduct.

11. Governing Law and Disputes

These Terms are governed by Arizona law. If you have a concern, contact us first - most issues can be resolved directly. Reach us at Admin@TrustScreenLab.com or (480) 210-1016 and allow 30 days for us to address the matter before taking further action. Any legal proceeding will

be brought in a court of competent jurisdiction in Maricopa County, Arizona, unless applicable law requires otherwise.

12. Changes and Severability

We may update these Terms by posting a revised version with a new effective date. Continued use after an update means you accept the revised Terms. If any provision is unenforceable, the remaining provisions stay in effect. Failure to enforce any provision is not a waiver.

CONTACT US

For privacy questions, data requests, or inquiries about these Terms, reach us through any of the following:

Business	Trust Screen Lab LLC
Website	TrustScreenLab.com
Email	Admin@TrustScreenLab.com
Office	(480) 210-1016
Toll-Free	(888) 482-4510
Mail	627 S. 48th Street, Suite 103 Tempe, Arizona 85281

Please review this page periodically for updates.