



## **ANALYTICAL TESTING CONFIDENTIAL GUARANTEE**

**ELISA Technologies** prides itself on the professional quality of testing and support services we offer our customers. Encompassed in that pride is our commitment to the confidentiality of our customers, the companies represented, sample types received and of course the analytical results we discover and report.

All samples should be accompanied by documentation preferably on the **ELISA Technologies** request for sample analysis data sheet or on letterhead from the issuing company.

Once results are available from our laboratory and have been reviewed by our QA support staff the results are then faxed only to the attention of the listed contact person within the issuing company using the fax number provided on the Request for Sample Analysis form or company letterhead. The original results are then sent standard mail via the United States Postal Service to the original contact person from the issuing company. Expedited services are available via FedEx/UPS upon request and at the expense of the issuing company. Chain of Custody documentation is provided upon request.

We do not release or discuss any type of information with other companies, organizations or individuals on what companies we conduct business with. We do not confirm or discuss results, submitted samples, findings or procedures with anyone other than the listed contact person.

The only circumstance we would discuss results with someone other than the listed contact person would be if **ELISA Technologies** receives written/signed authorization on company letterhead from the original contact person requesting such. We require written authorization to contain the original issuing contact person/title, company name, address, phone/fax numbers and sample(s) submitted as well as the newly authorized contact person/title, company name, address and phone/fax numbers. Even then our company president will review this documentation and contact the original contact person to verify the authenticity of the request and proposed changes.

We hope you and your company find the measures we demonstrate to protect your company's privacy on services and findings conducted by **ELISA Technologies** of the utmost importance. Thank you for choosing **ELISA Technologies** for your testing needs.

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### **We require the following information in order to process samples:**

- Company Name
- Company Address
- Company Phone Number
- Company Fax Number
- Sample Description or Product Code
- Contact Person(s), (individuals authorized to receive and discuss result information)
- Purchase Order Number (if PO# is not provided then we list the first initial and last name of the person submitting the sample for analysis)
- Description and Type of Testing Desired (i.e. gluten, cooked meat species pork, etc.)
- Payment Method