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Statement of Liability

Loring Laboratories will undertake to conduct and report all analyses in accordance with generally accepted analytical laboratory principles and practices unless deemed necessary, in the reasonable judgment of Loring Labs, to vary from these principles and practices due to:

- the nature or composition of the samples or
- to comply with regulatory requirements.

Loring Labs total aggregate liability arising from professional acts, errors or omissions shall not exceed the total fees for the services performed. There will be no other liability, obligation or responsibility of any type for losses, costs, expenses or other damages (including without limitation: special indirect, incidental or consequential damages) relating to services or results provided by Loring Labs. All results are strictly for the use of the Client and neither Loring Labs or its subcontractors are responsible for any loss, damage or liability arising from any acts by the Client, their agents, staff or other consultants employed by the Client. All claims shall be deemed waived unless made formally in writing and received by Loring Labs within a period of 2 years from the time of completion of services.

Privacy Policy

Your privacy is important to Loring Laboratories Ltd. Most importantly, all results as stated above, are the confidential property of the Client. In addition to the foregoing, any email or contact information our clients provide to Loring Laboratories is considered strictly confidential and will be used by Loring Laboratories only to communicate with our clients.

When our clients click on links or ad banners on the Loring Laboratories website that take them to third-party web sites, they will be subject to the third parties' privacy policies. While we support the protection of privacy on the Internet, Loring Laboratories cannot be responsible for the actions of these third parties. We encourage our clients to read the posted privacy statements whenever interacting with any third party web sites.

Loring Laboratories will **not** release our client information to any third party for marketing or promotional purposes or under any other circumstances.

Data Protection

To maintain Loring Laboratories' ISO accreditation, our Quality System mandates the use of a written procedure for maintaining, protecting and updating customer records and data. Therefore, customer account information maintained within our Laboratory Information Management System (LIMS) is protected by anti-virus software that is installed on all servers, workstations and personal computers within the Loring Laboratories domain. This software performs regular downloads to assure current file definitions are in place for virus and worm protection. Loring servers and routers contain firewalls that ensure protection of the data and records area of these

systems. Servers storing critical files are also checked for virus attack on a regular basis and are protected accordingly.

System Maintenance

Manual system validation and disk integrity checks are routinely run and operating system and specific software upgrades are checked and monitored during system checks. Data integrity and consistency are verified weekly through a restoration of backups to ensure full data retrieval and restoration. Workstation and PC inspections are performed routinely to confirm optimal system performance and to eliminate file or data corruption.