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allDNA Terms of Service

Last updated: July 1, 2024

allDNA Limited (Vendor) is providing services to Companies with following general terms:

Part 1 Vendor's conditions of service

1. The order (Order) constitutes an offer by the Company to purchase the Services in accordance with the agreement.
2. The Company is responsible for ensuring that the data used for the Services of the Order are complete, accurate and obtained in the compliant way with the End User (Vendor has no access to End User of its interpretation services).
3. Each Order shall be deemed to be a separate offer by the Company to purchase Services on the terms of agreement with the Vendor. Each Order must be made in writing.
4. The Order shall only be deemed to be accepted when the Vendor issues an automatic acceptance of the Order or when the Vendor notifies in writing the Company that the Order will be performed by the Vendor.
5. Any descriptions by the Vendor are produced for the sole purpose of giving an approximate idea of the Services referred to in them and they shall not form part of the agreement nor have any contractual force.
6. All data files shall be delivered to Vendor via uploading batch data files directly from the Company or its authorized partners (e.g. laboratories) strictly in an anonymized way (i.e. the Vendor doesn't get access to personal or medical records of End Users), while personal data is administered by the Company.
7. The Vendor provides interpretation of the data and issues an electronic report to the Company. The Company by making Order acknowledges and accepts that the time necessary for the Vendor to be able to render the Services will not exceed ten (10) Business Days from acknowledgement of receipt of datafile from Company (provided that the Company complies with the other requirements established herein for the Services).

Part 2 End User Services

8. The Company takes a sole responsibility to review and endorse results of the Services before it provides consultations and releases reports to End User.
9. Vendor shall provide the Company with reports in agreed languages (English, by default).
10. Company shall be responsible for obtaining data used for Services, anonymizing it and storing data and reports in the safe manner, compliant with all local laws and regulations. Company ensures and End Users consent to use of their data for research purposes (anonymized set).
11. Nothing in these Terms shall create any contractual relationship for the supply of the Services between:
 - (i) the Vendor and the Company outside agreed Territories;
 - (ii) the Company and any of the Company's subsidiaries, agents or resellers;
 - (iii) the Vendor and any End User.