Dear Sir/Madame,

Thank you for choosing DNAlogy, the European center for Genetics and DNA identification, for your DNA analysis. We are bound to offer you high quality services of DNA analysis and customer care. Your samples will be handled with high thoroughness and discretion using modern scientific methods of DNA analysis according to international standards.

DNAlogy is the first Greek laboratory of international standards in DNA analysis and offers services of DNA identification and detection of biological materials in forensic and civil cases with direct collaboration with the law, justice and police services.

The extensive experience, expertise and reputation of our international scientific team guarantees absolute security, accuracy and effectiveness of the services we provide to you.

Our mission is to help you find the truth while maintaining the ethical values of accountability, impartiality, confidentiality and professional integrity.

In the sampling kit you will find all the necessary instructions and materials to carry out sampling and dispatch the samples as well as the application form necessary for the order of the analysis.

- Sampling kit: Cotton Swabs, storage bags
- Step-by-step sampling instructions
- Order form, application form, general terms and conditions
- Reply envelope (registered post or courier is preferred)

Fill and sign all the necessary documents and return them back with your samples. Your results will be available within 3-7 working days (after arrival in the lab) and will be sent to you according to your choice of method.

We are glad to answer any additional questions you may have.

Best regards,

Dr Fitsialos Georgios
General Manager of DNAlogy
Attention: Avoid any contact with the cotton tip end of the swabs. Do not eat, drink or smoke for at least 30 minutes before sampling. Collect two separate samples for each person.

**Step 1:** Label the collection tube of swab with the code "Sample 1" and the sampling date.

**Step 2:** Carefully open the first collection tube by holding the red plastic handle end and carefully remove the sterile swab for buccal cell collection.

**Step 3:** Sampling: Holding the red plastic handle end of swab, place the cotton tip of the swab inside the cheek and rub it firmly in every direction several times (20 seconds in each cheek).

*Repeat steps 1-3 with the second collection tube with the code "Sample 1".*

**Step 4:** Air dry the swabs for at least 3 hours *(no less)* at room temperature while keeping them protected from any source of contamination. When dry, place the swabs back in the collection tubes.

**Step 5:** Place the two collection tubes containing the biological material to be analyzed in the reply envelope and send it back to DNAlogy along with the completed Consent Form.
APPLICATION FORM FOR DNA ID CARD TEST

<table>
<thead>
<tr>
<th>Sample Type</th>
<th>Sex</th>
<th>Ethnic Origin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ex: swabs</td>
<td>(M, F)</td>
<td>(White, Asian, Black)</td>
</tr>
</tbody>
</table>

Sample 1:

*I would like to be informed for the samples reception by:  
☐ SMS or ☐ e-mail

<table>
<thead>
<tr>
<th>Order description</th>
<th>Price (Inc VAT)</th>
<th>Quantity</th>
</tr>
</thead>
</table>
| Genetic Identity Card: Nuclear DNA Analysis  
• Sampling kit is included  
• 17-24 genetic markers (STRs)  
• 7 working days | 149€ | |
| Express Results Delivery: 3 - 4 working days | + 100€ | |
| Print your genetic profile: in the form and quality of Credit Card (PVC Card), choosing the model, adding the photo and the slogan of your choice | + 25€ | |
| Receiving the Samples / Shipment of Results via Courier  
*Additional charges will be applied for inaccessible areas | + 5€*/shipment | |

With the present form I assign DNAlogy S.A.to conduct the above DNA analysis, total price _______________

I recognize that I have acknowledged and accepted the general conditions and hereby declare that I accept them unreservedly. ☐

I’ve been informed and I consent for the Processing of Personal Data. ☐

Surname/Name: ___________________________________________ Date: ____________

Signature: ___________________________________________ ID Number: ____________

Please choose the pattern you would like to print the card on and fill the appropriate form.
Payment Options: The customer should deposit at least the 50% of the total cost in order to start the analysis.

1) Credit Card: VISA ☐ MasterCard ☐
   Card number: ____________ Exp. date: ___/____ CVV: _____
   Cardholder’s name: ______________________ Signature: ______________________

2) Deposit to the following bank account (The customer should be charged with the bank toll):
   DNAlogy SA, Alpha Bank •IBAN: GR11 0140 8030 8030 0200 2023 224 •BIC: CRBAGRAA

Delivery of the results

Recipient’s surname/name: ______________________  Telephone*: ______________________
E-mail: ______________________  Fax: ______________________
By courier: ______________________
In person: ______________________

*Communication security:

For security reasons, please choose a 6-digit password that will be used in order to identify your identity in case information will be given to you over the phone.

Your password is (6 digits): ______________________

Billing Information

Name Surname: ______________________
Address: ______________________

Country: ______________________ VAT Reg. Number: ______________________

General Terms of Transactions

DNAlogy will conduct DNA analysis on the samples that have been dispatched. The report issued by DNAlogy concerns anonymously - unidentified samples and the individuals to whom they belong are not identified and cannot be identified by DNAlogy in any way, direct or indirect. The customer confirms that the samples delivered to DNAlogy are legally in his/her possession. The customer allows DNAlogy to use the samples for the analysis he/she ordered and releases DNAlogy from any responsibility, demands and third party liability claims due to illegal acquisition and use of samples. Samples are destroyed immediately or are returned upon request after the analysis while the results of the analysis are kept and are available by DNAlogy to the customer for two months from the assignment of the order, unless extension of this time is required due to legal claims or legal obligations of DNAlogy. The results of the particular analysis are for personal use and cannot be used as evidence in the court of law because they cannot be linked to specific persons. If the customer wants an official expertise for legal use, then he/she should contact DNAlogy for additional information. DNAlogy is responsible for any possible damage caused during the assignment of the order intentionally or negligently. However, compensation in such cases reaches only the agreed amount of remuneration. DNAlogy performs DNA analysis and evaluation of its results according to international scientific technical standards. DNAlogy takes responsibility in case of misconduct during the analysis procedure and will repeat the analysis with no extra charge for the customer. The assignor has the right to revoke the order only if the repetition of analysis fails due to misconduct during the process. The customer must deposit at least 50% of the total cost at the assignment of the order either by bank transfer or by credit card or by cash. The customer is responsible for the expenses and shipment of the samples to DNAlogy using the appropriate package that is included in the sampling kit. For reference samples: If DNAlogy's sampling kit is used, the customer must strictly follow the step-by-step sampling instructions that are included in the kit. If the DNA analysis leads to no results due to insufficient quantity or poor quality of biological material, the process can be repeated with a new sampling and additional total cost of 100€ per sample. For alternative samples: If the DNA analysis leads to no results due to insufficient quantity or poor quality of biological material, the process can be repeated with a new alternative sample and additional total cost of 150€ per sample. In case of order cancellation there is a fee of 200€. The customer must deposit at least the 50% of the total cost in order to start the analysis.

Information and Consent Receipt for the Processing of Personal Data

DNAlogy collects and processes personal data provided in the application in order to fulfill the present request. Access to customer's personal data is allowed only to the absolutely necessary staff of DNAlogy, which is committed to preserve confidentiality. DNAlogy does not transmit customer's data outside of the EU or to third parties but only to the pertinent authorities if this is dictated by a relevant legislative provision. If the customer has chosen to receive the results of the analysis by courier or post office, his/her address and contact details will be used by courier or post office for shipment of the reply letter. DNAlogy will maintain the customer's personal data only for as long as it is necessary to fulfill the purpose for which it was collected and for as long as it is required due to legal claims or legal obligations of DNAlogy. Customers have the right of Access, Rectification, Erasure. The “right to be forgotten”, Portability, Restriction of processing and Recall of the consent to the processing of their personal data, which can be exercised with an application at the headquarters of DNAlogy (98 Vouliagmenis Ave., Glyfada, 16674 ) or in the e-mail address info@dnalogy.eu into account of Personal Data Protection Officer (DPO). If the customer does not receive a response within the foreseen time limit (one month subject to an extension of two months) or if the response is not satisfactory or his/her issue is not resolved, he/she may contact the Data Protection Authority (www.dpa.gr). The customer may contact DNAlogy DPO for any queries regarding the processing of his/her personal data and the exercise of his/her rights by telephone 2109650370, e-mail: info@dnalogy.eu or postal address: 98, Vouliagmenis Ave., Glyfada, 16674.