

Animalia Diagnostic Center Privacy Policy

Effective date: 1 October 2026

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1 About this policy

Animalia Diagnostic Center (ADC, “we”, “us” or “our”) provides veterinary diagnostic, laboratory, consultancy, food-testing and related services. This policy explains how we handle information when you visit our website, create an account, contact us, submit samples, request tests, receive reports or make payments.

It covers these activities through our website and through paper records, office computers, business email and business WhatsApp accounts. This policy covers ADC services provided to customers in Pakistan.

2 Information we collect

Account registration

To create an account, we collect your name, username, email address, phone number, address and password. You also enter a password confirmation, which is used for validation and is not separately retained. Passwords are stored as hashes rather than readable account passwords.

Account records are stored in the website database. The customer records associated with sample requests are maintained separately. The application uses phone numbers to find existing customer details and match accounts with customer service records. A phone-number match alone is not proof that the account holder owns that number.

Sample requests and laboratory records

Depending on the requested service, we collect or generate:

- Customer name, phone number and address, and an optional email address.
- Consultant name and contact details.
- Farm, clinic, company or other associated organization details, including name, phone number, address and optional email address.
- Animal species or other sample category, type, age and number of animals.
- Sample types, tags or identifiers, requested tests and test-specific selections.
- Request references, processing status, dates and staff processing or approval records.
- Laboratory findings, results and diagnostic reports.
- Prices, discounts, invoices and payment information.

Customer name, phone number and address are required for sample requests. A consultant and an existing or newly entered farm or organization record are also associated with the request. Some details are supplied by customers or their representatives; others are entered or generated by ADC while providing the service.

Information supplied outside the website

We also receive animal history, symptoms, treatment or vaccination details and additional customer, farm or clinic information through paper forms, conversations, email or WhatsApp.

Animal and sample information may identify a customer or another person when linked to names, contact details or other records. We handle this linked information as part of the customer records described in this policy.

Enquiries and communications

Our website contact form collects your name, email address, subject and message. Submissions are sent to ADC by email and are not saved as separate contact-form records in the website database. They may remain in our mailbox and related correspondence.

We also retain information you provide in other service communications and attachments.

Payments

ADC accepts cash, bank transfers and Easypaisa/JazzCash payments. We retain payment amounts, dates, methods, receipts or screenshots, invoice status and remarks. ADC staff may upload payment evidence to the system.

Receipts or screenshots may contain names, account details or transaction references included by the sender. We do not separately collect CNIC numbers, copies of identity documents or customer bank-account details.

Website functionality

The website uses session information to support login, website functions and report access. It also loads external resources described in section 8. Application logging is configured in the software, but ADC has not established a production logging and retention procedure. This policy does not state that all application or hosting logs are disabled.

3 How we use information

We use information to:

- Create and operate accounts and associate customers with service records.
- Receive and identify samples and process requested tests.
- Record findings, prepare reports and communicate results.
- Provide diagnostic and consultancy services.
- Prepare invoices, match payments and maintain financial records.
- Answer enquiries, resolve service questions and handle privacy requests.
- Maintain laboratory and customer records and operate the website.
- Review previous test records to support future customer services.
- Perform internal laboratory quality checks and trend analysis.
- Use retained laboratory and case records for research, teaching or publication.

An account is not required for every interaction with ADC.

4 Access and sharing

ADC's Admin Team, laboratory staff, management and billing/accounts team use customer information for their respective work. ADC instructs staff and its website developer to keep customer information confidential.

When delivering reports, ADC shares them with the customer and people the customer explicitly authorizes. Authorization may be given by email or WhatsApp, or verbally and recorded by staff. Naming a consultant in a sample request does not by itself establish permission to release the report to that person.

We may share relevant customer or case information with external professionals for advisory purposes with the owner's consent.

Our website developer has technical access to support the application. We use WebSouls for hosting and website backups, Gmail and WebSouls-hosted email for business communication, and ADC-controlled WhatsApp accounts for customer communication. These providers handle information involved in delivering their services. Banks and mobile-wallet providers also handle information involved in the payments they process.

ADC performs testing internally and does not outsource tests to external laboratories. We do not use couriers for sample collection or report delivery. We do not sell or rent customer information.

We do not routinely share customer details or laboratory results with government or animal-health authorities. This policy does not prevent disclosure required by an applicable legal obligation.

5 Reports and report links

Reports are available through the website or report links/QR codes, printed copies, and manual email or WhatsApp delivery. Email and WhatsApp delivery of reports and PINs is not automated.

Visitors opening a report link or QR code without logging in must enter a six-digit PIN. ADC sends the report link and PIN together in the same email or WhatsApp message. After successful verification, report access is recorded in the browser session.

Links and PINs can be forwarded. A person who obtains both may be able to view the report. The current logged-in customer flow also bypasses the PIN without checking ownership of the report. Consequently, another logged-in customer who obtains a valid report link may be able to view that report. Keep report links and PINs private and contact ADC Admin Team if they are shared accidentally or sent to the wrong recipient.

Report links currently have no automatic expiry. ADC has no established process for disabling a shared link or changing its PIN on request. We also have no fixed process for handling requests to change report-delivery preferences.

6 Where information is stored

ADC's website, customer database and server-side database backups are held with WebSouls in Pakistan. Database backups are taken weekly. This describes backup frequency, not how long backup copies are retained.

Information is also kept in paper records at ADC, ADC office computers or shared folders, and business email and WhatsApp conversations. Website contact enquiries are routed to admin@animaldiagnostic.com. Privacy requests should be sent to the separate privacy address in section 11.

Our website hosting location does not mean that all information handled by email, WhatsApp or external website providers is processed only in Pakistan.

7 Retention and deletion

ADC retains customer and laboratory records for future analysis, including reviewing previous tests to support future services, internal laboratory quality checks and trend analysis, and research, teaching or publication. ADC currently has no fixed retention period or routine deletion schedule for customer records, test requests, laboratory reports, payment records or receipts.

You may ask ADC Admin Team to delete your website records. ADC Admin Team reviews the request and coordinates deletion with the website developer. ADC has not yet established comprehensive rules for any exceptions to deletion.

This arrangement currently covers website records only. It does not extend to paper records, office files, emails or WhatsApp messages. Copies may also remain in backups or logs. Weekly database backups do not automatically remove deleted records from older copies, and restoring a backup may restore those records. We therefore cannot promise deletion of every copy when a request is made.

There is no self-service account-deletion function. Contact ADC Admin Team to discuss your request and the available action.

8 Cookies and external resources

The website uses necessary session cookies and related session information for login, website operation and report access. The application configuration sets a session lifetime of 120 minutes. ADC does not currently use analytics or advertising trackers. CAPTCHA is planned but is not currently implemented; no CAPTCHA provider is presented as an existing recipient of customer information.

Website pages load resources from external providers, including Google Maps, Google Fonts, jsDelivr, code.jquery.com, Unsplash, cdnjs and Highcharts. These provide maps, fonts, images, website features or report-display/export functions. When a resource loads, your browser connects to the relevant provider, which may process technical request information under its own privacy practices.

The website also links to services such as Facebook and Instagram. Following an external link or interacting with those services is subject to their own terms and privacy practices. ADC does not control their independent processing.

9 Protection of information

ADC restricts physical access to paper records and uses individual staff logins on office computers. Website account passwords are hashed. Staff and the website developer receive confidentiality instructions. Report PINs are stored separately from account passwords and are currently readable in the application records.

HTTPS is not yet enforced for all HTTP URLs. The website therefore does not currently guarantee that every visit uses an encrypted connection. Uploaded invoice images are stored on a public storage disk, and access restrictions are not yet in place; someone with a direct image URL may be able to view a receipt. Protection of phone-based customer lookup is also not established. ADC does not represent that all customer and payment records are protected by complete access controls.

Please protect your account credentials, report links and PINs, and tell ADC Admin Team promptly if you suspect unauthorized access or a report has been misdirected.

ADC currently has no established privacy-incident response process. ADC Admin Team remains the contact for reporting privacy concerns, suspected unauthorized access or misdirected reports. Contact details are provided in section 11.

10 Research and other activities

ADC does not currently send marketing messages. Customer communications concern enquiries, services, tests, reports and payments.

ADC removes identifying details from laboratory and case records before using them for research, teaching or publication. ADC also uses retained records for internal quality checks and trend analysis.

Publication of customer photographs and testimonials remains planned rather than an established practice.

ADC also provides research and student services. Providing those requested services is distinct from using retained customer records for other research, teaching or publication.

11 Your requests and our contact details

You may contact ADC to ask about your information, request access or correction, raise a concern or request deletion.

Responsible team: ADC Admin Team

Privacy email: animaladiagnosticcenter@gmail.com

Postal address: Animalia Diagnostic Center, Sanat Nagar Outfall Road, near University of Veterinary and Animal Sciences, Lahore, Pakistan.

Please explain your request and provide enough information to identify your account or service record. We verify requests through an email address or phone number already held on record before releasing or changing information.

ADC aims to complete privacy requests within **14 working days**. If more time is needed, we aim to explain the delay within that period. This is a response target rather than a guarantee that every requested action can be completed.

Deletion requests are subject to the limitations described in section 7. Please also tell us if your contact details change or information in your records is inaccurate. Nothing in this policy is intended to restrict rights available under applicable law.

12 Updates to this policy

We may update this policy to reflect changes in our services and information handling. Significant changes will be announced through a banner at the top of the ADC website for a few days. Updated versions will show their effective date and last-updated date.