

Privacy Policy

Effective Date: September 14, 2026

Business Name: Matson's Laboratory, LLC

Contact Email: doscience@matsonslab.com

Contact Phone: (406) 258-6286



1. Overview

Matson's Laboratory, LLC respects your privacy. The Privacy Policy explains how we collect, use, and protect your personal information (name, phone number, physical address, email address and related information) when you use our services. If you give consent to opt-in to receive text message updates from us, we strictly provide order status updates and notifications. We do not send marketing or promotional messages.

2. Information We Collect

When you provide your contact information upon order submission to receive order status updates, we collect:

- Your **phone number**
- Your **first and last name** (associated with the order)
- Your **physical address** and **email address**: used only to contact you with order updates, purchase updates, digital and physical age reports, digital and physical age certificates, or other items purchased that require electronic delivery or shipping)
- **Opt-in consent records** (proving when and how you agreed to receive text message updates)

3. How We Use Your Information

We use the phone number and email information we collect solely for the following purposes:

- Contacting you by phone, sending real-time text alerts, or by email notifications regarding your order status and purchases
- Complying with legal requirements and phone provider rules

By providing your phone number, physical address, and email address, **you explicitly consent to receive communications from us via phone, mail, or email** regarding order status and purchases. We will only send **text message updates** if you **explicitly consent to receive texts from us** by opting in on the order form or by providing verbal or written consent.

- **No contact information (name, address, phone number, or email) will be shared with or sold to third parties/affiliates for marketing or promotional purposes.** All of the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with or sold to any third parties/affiliates.
 - o We save your contact information (name, phone number, physical address, and email address) for the sole purpose of contacting you with information regarding your order.

4. Third-Party Service Providers

We share your phone number, email, and message data only with trusted third-party vendors (such as our SMS gateway or telecommunication platform providers) strictly required to transmit your order status texts and emails. These partners are prohibited from using your data for any other purpose.

5. Text Message (SMS) Policy

If you explicitly opt-in to receive text message updates regarding your order, the following terms apply:

- **Consent:** By providing your phone number and opting in, you authorize us to send automated text messages to your mobile device with order updates. Consent to receive text messages is not a condition of purchase.
- **Frequency:** The number of text messages you receive will vary depending on your order activity.
- **Supported Carriers:** All major phone providers such as Verizon, Sprint, AT&T, and others are not liable for delayed or undelivered messages.
- **Cost and Rates:** Standard message and data rates may apply depending on your phone carrier and plan type. Please contact your phone provider for details regarding your specific phone and text plan.
- **Opt-Out:** You can unsubscribe from text updates at any time by replying **STOP** to any text message you receive from us.
- **Data Sharing for SMS:** Your phone number and text messaging opt-in status will **NEVER** be shared or sold to third parties or affiliates for marketing or promotional purposes.

6. Opt-Out and Help Instructions

You can cancel the SMS and Email services at any time.

- **To stop text messages,** reply **STOP** to any text message you receive from us. After sending “STOP”, you will receive a confirmation text, and we will remove your number from our active text communication list.
- **To stop emails,** select the “**Unsubscribe**” link at the bottom of any email. You will be removed from our email list.
- **To get help,** reply **HELP** for assistance, or contact our support team directly by phone at (406) 258-6286 OR by email at: doscience@matsonslab.com or ageyourgame@matsonslab.com.

7. Payment Security Statement

When you fill out our order form, we collect the personal details necessary to fulfill your request. This includes your name, contact information, order details, and—if you choose to pay via the form—your credit card information (card number, expiration date, and CVV code).

- **How We Handle Your Credit Card Information**
 - o **No Storage:** We do not save, digitize, or store your credit card information in any database, file, or computer system.
 - o **Immediate Destruction:** Once your payment is processed, the physical or digital document containing your credit card information is immediately shredded and permanently destroyed.
- **Risk Acknowledgement and Limitation of Liability**
 - o By submitting your credit card information on our order form, you explicitly acknowledge and agree that:
 - You are choosing to provide sensitive financial information via this method at your own discretion.
 - You accept all risks associated with the transmission and handling of this data.
 - **Matson’s Laboratory, LLC cannot be held liable, responsible, or accountable** for any lost, stolen, intercepted, or unauthorized access to your credit card information during or after the submission process.

8. Credit Card Payments

We process your credit card information securely using **Payments Hub**, a third-party payment gateway and processing platform.

- When you provide your credit card details, they are entered directly into our secure computer terminal connected to the Payments Hub platform.
- We do not store your full credit card number, PIN, or security code (CVV) on our local computers or internal files after the transaction is complete.
- Payments Hub handles your payment data securely according to strict Payment Card Industry Data Security Standards (PCI-DSS). You can read more about their practices in the Payments Hub Privacy Policy.
- We only use your credit card information to:
 - Process your payments and complete your transactions
 - Send you receipts and order confirmations
 - Comply with tax, legal, and accounting rules
- **How We Protect Your Data**
 - We use secure computers with password protection and restricted access.
 - Only trained staff members who need the details for your transaction can access payment info.
 - We rely on Payments Hub's encrypted security protocols to keep credit card data safe during transmission

9. Data Security and Retention

We use reasonable and appropriate administrative, technical, and physical security measures to protect your name, phone number, email, and physical address from unauthorized access or disclosure. We retain this data only to ensure that we have a direct line of communication with you while fulfilling your orders.