	COGNOSMED LABORATORIES PRIVATE LIMITED 2 nd Floor, AIC- Bihar Vidyapith ,Sadaquat Ashram Kurji, Patna- 800010 E.Mail ID: cognosmedlabs@gmail.com contact us: 880 9030 666 www.cognosmed.com		
Format Name	Privacy Policy		
Documents No.	CML/Policy/PRV/V-1.0	Copy No.	01
Issue Date	02/01/2025	Revision No.	00
Issue No.	01	Page No.	Page 1 of 4
Amend No.	00	Amend Date	Nil
Approved & Issued By	Management	Prepared By	Admin

PRIVACY POLICY

1. Privacy Policy

Cognosmed Laboratories Private Limited is committed to safeguarding your privacy. This policy explains how we collect, use, and protect your information when you visit our website or use our services.

1.1 Information We Collect

We may collect:

- Personal details: name, email, phone, address, company details
- Technical data: IP address, browser info, device info, cookies
- Testing data: sample details, test results, compliance information
- Payment/billing information (securely processed via third-party gateways)

1.2 How We Use Your Information

We use your data to:

- Provide Food , Water & AYUSH testing services
- Process sample submissions & issue test reports
- Communicate regarding inquiries & services
- Fulfil NABL, FSSAI, BIS, and AYUSH regulatory requirements
- Improve website performance & customer experience
- Maintain internal records, audits, and compliance

1.3 Sharing of Information

We may share data only with:

- Regulatory authorities when legally required
- Internal departments for operations
- Third-party IT or service providers under confidentiality agreements
- Law enforcement when mandated

We **never sell or misuse** personal data.


1.4 Data Security

We ensure:

- Secure servers & encrypted storage
- Authorization-based data access
- Regular audits and system checks
- Compliance with NABL, ISO, and applicable standards

1.5 Cookies

Our website uses cookies to enhance the user experience. You may disable cookies via browser settings.

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1.6 Your Rights

You may request:

- Access to your personal data
- Correction or deletion (as permitted by law)
- Withdrawal of communication consent

Write to us at crm.cognosmed@gmail.com

1.7 Changes

Testing charges start from ₹1,000 and may go up to ₹10,000, depending on the nature and number of test parameters required.

2. Terms & Conditions

By accessing this website or availing our testing services, you agree to these Terms & Conditions.

2.1 Definitions

- **Client/You:** The person or organization submitting samples or using the website.
- **Lab/We:** Cognosmed Laboratories Private Limited

2.2 Use of Website

You agree:

- Not to misuse the website
- Not to attempt unauthorized access or interfere with operations
- To provide accurate information

2.3 Testing Services

- All testing is performed as per **NABL, FSSAI, BIS, AYUSH, and ISO** approved methods.
- Test reports are valid **only for the tested sample(s)** and cannot be generalized.
- Samples will not be returned unless specifically requested in advance.
- Reports cannot be tampered, altered, or misused for misleading claims.

2.4 Limitations


- Results are based solely on the sample provided.
- We are not responsible for wrong sampling, improper packaging, or contamination before submission.
- Reports are advisory for quality assessment and regulatory compliance.

2.5 Intellectual Property

All website content, logos, and materials belong to Cognosmed Lab. Unauthorized use is prohibited.

2.6 Governing Law

These terms follow the laws of **India and the jurisdiction of Patna, Bihar.**

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3. Refund & Cancellation Policy

3.1 Sample Testing Charges

- Once a sample is received and testing has begun, **no refund** is applicable.
- Fees are charged for the testing process, not for the result.

3.2 Cancellation

- If the customer cancels **before sample submission**, a refund may be processed (transaction charges may apply).
- If testing has started, cancellation cannot be accepted.

3.3 Incorrect Sample / Wrong Information

No refund is applicable in cases where:

- The customer submits an incorrect sample
- Sample is damaged, contaminated, or not as per guidelines
- Wrong information or documentation is provided by the customer

3.4 Delays

- Natural calamities, equipment breakdowns, or regulatory delays may extend timelines.
- No refund will be issued due to such unavoidable delays.

3.5 Refund Mode

If eligible, refund will be processed via the original payment mode within **7–10 working days**.

4. Website Disclaimer

4.1 General Disclaimer

The information on this website is for:

- General guidance
- Service awareness
- Educational purposes

It is **not a substitute** for regulatory or professional advice.

4.2 Testing Disclaimer


- Results apply **only to the specific sample** tested.
- Reports must not be used to make misleading claims.
- We are not responsible for improper sampling or handling by clients.
- Reports cannot be edited or reproduced without permission.

4.3 Website Content

We strive for accuracy but do not guarantee:

- Completeness
- Timeliness
- Error-free information

Use of the website is at the user's own risk.

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4.4 External Links

Third-party links on the website are for convenience. We are not responsible for their content or policies.

4.5 Limitation of Liability

Cognosmed Lab will not be liable for:

- Data loss
- Technical errors
- Service interruptions
- Misuse of reports
- Damages resulting from reliance on website information



Contact Information

Cognosmed Laboratories Private Limited

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Ajay Kumar

Authorized By
(Management)

Cognosmed Laboratories Private Limited