

Our Accreditations

Good Clinical Practices (GCP)

While testing for Living DNA customers is for research and informational use only, the laboratory conducting the testing is accredited to Good Clinical Practice (GCP). GCP is an international quality standard that is utilised in clinical trials and clinical testing environments. It not only covers the initial way research is carried out, but also provides assurance that the well-being, rights, and safety of the participants are protected and that all data is reliable. As part of GCP, the laboratory is subjected to regular external and on-going internal audits. The laboratory has a Quality Assurance Unit (QA) which monitors the operations and verifies the results.

Illumina Certified Service Provider (CSPPro)

With one of the world's largest private genetic sequencing facilities, Eurofins offers exceptional quality genetic analysis. As one of the few facilities to be certified as an Illumina Service Provider you can be certain that our systems, setup and approach are not only industry leading but dovetail on Illumina's core accuracy principles.

ISO: 27001

Living DNA is certified to ISO:27001 for information security. The entire business and all staff working for the business as well as associated partners undertake extensive information security training. Buildings are securely protected with biometric entry systems and staff go through extensive background checking. Agreed operating procedures apply throughout the company.

ISO: 9001

At the heart of what Living DNA provides is exceptional customer service and support. To ensure all customers receive the same high standards the company is certified to ISO:9001. This certification focuses on continual improvement of customer service and support. The company's quality management system and feedback reporting system are extensively used to improve service to customers. A fully validated complaint and query system is in place to protect our customers and monitor if we are living up to our excellent customer service intention.

ISO:14001

We believe that it is important that we play our part in ensuring environmental responsibility. Through an on-going waste reduction and sustainability certification, ISO:14001, we are working hard to not only reduce waste but transform the way we operate. From paperless communications to clever reagent recycling within the laboratory, we want to ensure the polar bears have somewhere to live for as long as possible.

