

Staff OS — Acceptable Use Policy & AI Ethics Statement

Last Updated: February 10, 2026

1. PURPOSE

This Acceptable Use Policy ("AUP") and AI Ethics Statement governs the use of Staff OS's AI-powered recruitment platform (the "Platform") by our clients ("Clients"), their authorized users ("Users"), and any individuals who interact with the Platform. It supplements our Terms of Service, Candidate Terms of Use, and Privacy Policy.

2. ACCEPTABLE USE

2.1 Permitted Uses

The Platform may be used for:

- Recruitment, hiring, and human capital management communications
- Candidate screening and qualification assessment
- Interview scheduling and hiring workflow management
- Candidate database management and reactivation (with valid consent)
- Recruitment analytics and performance reporting

2.2 Prohibited Uses

The Platform may **not** be used to:

(a) **Make Fully Automated Employment Decisions.** AI-generated screening results, scores, or recommendations must not serve as the sole basis for employment decisions that produce legal effects. Clients must ensure meaningful human review and oversight.

(b) **Discriminate.** The Platform must not be used in a manner that unlawfully discriminates against any individual on the basis of race, color, religion, sex, national origin, age, disability, genetic information, sexual orientation, gender identity, or any other characteristic protected by Applicable Law.

(c) **Send Unauthorized Communications.** Messages sent through the Platform must relate to recruitment, hiring, or human capital management. The Platform must not be used for marketing, advertising, or commercial solicitation unrelated to employment.

(d) **Violate Consent Requirements.** Clients must not contact candidates or re-engage dormant databases without valid, current consent as required by Applicable Law, including TCPA, CASL, and applicable state and provincial regulations.

(e) **Misrepresent AI Interactions.** Clients and Users must not conceal the AI-driven nature of Platform communications from candidates where disclosure is required by law or our Terms.

(f) **Process Prohibited Data Categories.** Unless expressly authorized and legally required for employment purposes, the Platform must not be used to collect or process Social Security numbers, government-issued identification numbers, financial account information, biometric data, health information, or criminal history—except through clearly designated, lawful intake processes configured by Staff OS.

(g) **Interfere with the Platform.** Users must not attempt to reverse engineer, disrupt, overload, or compromise the Platform's security or functionality.

(h) **Violate Law.** The Platform must not be used for any purpose that violates Applicable Law, including employment law, privacy law, anti-spam legislation, and consumer protection regulations.

3. AI ETHICS PRINCIPLES

Staff OS is committed to the responsible development and deployment of AI in recruitment. Our AI ethics principles guide how we build, operate, and improve the Platform.

3.1 Transparency

- Candidates are informed when they are interacting with an AI system
- Clients receive clear documentation of AI capabilities, limitations, and processing logic
- We publish this policy and our Privacy Policy to provide public visibility into our practices

3.2 Fairness and Non-Discrimination

- We design screening algorithms based on job-relevant criteria, not protected characteristics
- We conduct periodic audits of AI outputs to identify and address potential bias
- We encourage Clients to configure screening criteria that comply with equal employment opportunity requirements
- We do not use language preference (English or Spanish) as a factor in candidate scoring or ranking

3.3 Human Oversight

- AI outputs are designed as decision-support tools, not autonomous decision-makers
- We require Clients to maintain meaningful human oversight of employment decisions
- Candidates may request human review of AI-generated assessments
- Client administrators have full visibility into AI conversation logs and screening outputs

3.4 Privacy and Data Minimization

- AI conversations are designed to collect only information relevant to recruitment purposes

- We apply data minimization principles to all AI processing
- De-identification and aggregation are used for AI model improvement, not individual-level profiling
- We do not sell personal information collected through AI interactions

3.5 Accuracy and Reliability

- We continuously test and monitor AI model performance
- We acknowledge that AI outputs may contain errors and are not a substitute for human judgment
- We provide mechanisms for candidates and Clients to report concerns about AI accuracy
- We maintain internal processes for promptly addressing identified accuracy issues

3.6 Accountability

- Staff OS takes responsibility for the AI systems we develop and deploy
 - We maintain internal documentation of AI development, testing, deployment, and monitoring processes
 - We designate personnel responsible for AI ethics oversight
 - We engage with evolving regulatory frameworks and industry best practices related to AI in employment
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4. CLIENT RESPONSIBILITIES

Clients are responsible for:

- (a) Ensuring that their use of the Platform complies with Applicable Law, including employment, privacy, and anti-discrimination laws
 - (b) Configuring screening criteria, knockout questions, and job matching parameters in a lawful and non-discriminatory manner
 - (c) Maintaining valid consent for all candidate communications, including database reactivation
 - (d) Exercising meaningful human oversight over employment decisions informed by AI outputs
 - (e) Training their personnel on responsible use of the Platform and AI-generated information
 - (f) Promptly reporting any concerns about AI bias, inaccuracy, or misuse to Staff OS
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5. REPORTING CONCERNS

If you believe the Platform is being used in a manner that violates this policy, applicable law, or ethical principles, please contact:

- **Email:** ethics@staff-os.com
- **Mail:** Staff OS, LLC, [Address], [City, State, ZIP]

Staff OS will investigate reported concerns and take appropriate action, which may include suspension or termination of Platform access for violating Clients or Users.

6. ENFORCEMENT

Staff OS reserves the right to suspend or terminate access to the Platform for any Client or User that violates this AUP. Staff OS may also take corrective action, including modifying or disabling Platform features, to address violations.

7. UPDATES

This policy may be updated from time to time. Changes will be posted on our website with an updated effective date.

This Acceptable Use Policy and AI Ethics Statement is provided for informational purposes and should be reviewed by qualified legal counsel before publication.