

Staff OS — Candidate Terms of Use

Last Updated: February 10, 2026

1. ACCEPTANCE OF TERMS

Please read these Terms of Use ("Terms") carefully. By accessing, opting in to, or using any website, application, AI conversational interface, SMS/MMS messaging service, web chat, or other online or mobile resource operated by Staff OS, LLC ("Staff OS," "we," "us," or "our") that links to or references these Terms (collectively, the "Services"), you accept and agree to be bound by these Terms.

By using the Services, you certify that you are at least 18 years of age. If you are between 13 and 18 years of age, you may use the Services only under the supervision of a parent or legal guardian who agrees to be bound by these Terms and only in the context of lawful employment as permitted by Applicable Law. Staff OS does not knowingly collect personal information from children under 13. Children under 13 may not use the Services.

If you do not agree to these Terms, do not use the Services.

2. DESCRIPTION OF SERVICES

Staff OS provides an AI-powered recruitment engagement platform that enables organizations ("Clients") to communicate with, screen, and manage job candidates. When you interact with the Services, you may be communicating with:

- **An AI System:** Staff OS uses artificial intelligence to conduct automated conversations, ask screening questions, provide information about job opportunities, schedule interviews, and facilitate other recruitment activities. You will be notified when you are interacting with an AI system.
- **Client Representatives:** In some cases, a human recruiter or Client representative may participate in or take over a conversation.

The Services are made available to you as a candidate or prospective employee of a Client. Staff OS acts as a technology provider on behalf of Clients and does not itself make hiring decisions.

3. AI-POWERED INTERACTIONS

3.1 Nature of AI Conversations

Our AI conducts text-based conversations designed to assist in the recruitment process. AI interactions may include screening questions, job-related information, scheduling prompts, and general guidance. AI responses are generated automatically and may not always be perfectly accurate or complete.

3.2 Bilingual Support

The Services may be available in English and Spanish. You may select your preferred language where this option is provided. AI-generated translations are provided for convenience and may not be perfect.

3.3 24/7 Availability

The AI-powered Services are designed to operate continuously. You may receive responses at any time, including outside of traditional business hours.

3.4 Human Review

AI screening results and assessments are provided to Clients as decision-support tools. Staff OS requires Clients to ensure that employment decisions are made or overseen by human beings. You may request that any AI-generated assessment of your candidacy be reviewed by a human by contacting the Client or by emailing privacy@staff-os.com.

3.5 Limitations

AI outputs may contain errors or inaccuracies. Staff OS does not guarantee the accuracy, completeness, or suitability of AI-generated content. The Services do not constitute employment advice, legal advice, or a guarantee of employment.

4. SMS AND MMS MESSAGING

4.1 Consent

By providing your mobile phone number, opting in to messaging, or initiating a conversation via SMS or MMS, you represent that you are the owner or authorized user of the device, that the phone number is assigned to you, and that you consent to receive automated messages related to recruitment and hiring opportunities.

4.2 Message Content

You may receive messages regarding open positions, application status, screening questions, interview scheduling, hiring process updates, and other recruitment-related communications. Messages may be automated or sent by a human representative.

4.3 Frequency

Message frequency varies based on the stage of your interaction and the number of opportunities for which you are being considered.

4.4 Opt-Out

You can cancel SMS/MMS messaging at any time by texting "STOP" to the applicable number. You will receive a confirmation message and will no longer receive messages from that number. To resume, you may opt in again as you did originally.

4.5 Help

For assistance with messaging, text "HELP" to the applicable number or contact support@staff-os.com.

4.6 Costs

Standard message and data rates may apply. Contact your wireless provider for details about your plan.

4.7 Carrier Disclaimer

Staff OS and wireless carriers are not liable for delayed or undelivered messages.

5. DATABASE REACTIVATION

5.1 What This Means

If you previously provided your information to a Client through the Services and have not been actively engaged for a period of time, you may be contacted again if new opportunities arise that match your profile—provided that appropriate consent exists and has not been withdrawn.

5.2 Your Choices

You may opt out of reactivation communications at any time by texting "STOP," by contacting the Client, or by emailing privacy@staff-os.com. We will honor your request in accordance with Applicable Law.

6. YOUR OBLIGATIONS

By using the Services, you agree to:

- (a) Provide accurate, truthful, and complete information;
 - (b) Not misrepresent your identity, qualifications, or eligibility;
 - (c) Not use the Services for any unlawful purpose or in violation of these Terms;
 - (d) Not attempt to interfere with, disrupt, or gain unauthorized access to the Services;
 - (e) Not use automated tools, bots, or scripts to interact with the Services (other than the AI system provided by Staff OS); and
 - (f) Not use the Services to distribute spam, malware, or harmful content.
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7. PROPRIETARY RIGHTS

The Services, including all content, features, technology, AI models, interfaces, and branding, are the property of Staff OS or its licensors and are protected by intellectual property laws. You may not copy,

modify, distribute, sell, reverse engineer, or create derivative works based on any part of the Services without Staff OS's prior written consent.

8. PRIVACY

Your use of the Services is subject to our Privacy Policy, available at [staff-os.com/privacy]. By using the Services, you acknowledge that you have read and understood our Privacy Policy.

9. DISCLAIMER OF WARRANTIES

THE SERVICES ARE PROVIDED "AS IS" AND "AS AVAILABLE." STAFF OS MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, OR ACCURACY. STAFF OS DOES NOT WARRANT THAT THE SERVICES WILL BE UNINTERRUPTED, ERROR-FREE, OR SECURE, OR THAT AI-GENERATED CONTENT WILL BE ACCURATE OR COMPLETE.

STAFF OS DOES NOT GUARANTEE EMPLOYMENT OR ANY PARTICULAR OUTCOME FROM YOUR USE OF THE SERVICES.

10. LIMITATION OF LIABILITY

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, STAFF OS AND ITS AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES, AND AGENTS WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR EXEMPLARY DAMAGES ARISING FROM YOUR USE OF THE SERVICES, INCLUDING DAMAGES FOR LOSS OF EMPLOYMENT OPPORTUNITIES, LOST INCOME, LOSS OF DATA, OR BUSINESS INTERRUPTION, REGARDLESS OF WHETHER STAFF OS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

IN JURISDICTIONS WHERE LIMITATION OF LIABILITY FOR CERTAIN DAMAGES IS NOT PERMITTED, STAFF OS'S LIABILITY IS LIMITED TO THE GREATEST EXTENT ALLOWED BY LAW.

11. EXTERNAL CONTENT AND THIRD-PARTY SERVICES

The Services may contain links to or integrations with third-party websites, job boards, or services. Staff OS is not responsible for the content, privacy practices, or availability of third-party services. Your interactions with third-party services are governed by their respective terms and policies.

12. TERMINATION

Staff OS reserves the right to suspend or terminate your access to the Services at any time, for any reason, including violation of these Terms. Your obligations under these Terms survive termination.

13. GOVERNING LAW AND JURISDICTION

These Terms are governed by the laws of the State of Delaware, without regard to conflict-of-laws principles. You agree to submit to the jurisdiction of the courts of [County], [State]. Staff OS may seek injunctive relief in any jurisdiction.

14. CHANGES TO THESE TERMS

Staff OS reserves the right to modify these Terms at any time. Changes become effective when posted, and your continued use of the Services after posting constitutes acceptance of the modified Terms.

15. SEVERABILITY

If any provision of these Terms is found to be invalid or unenforceable, it will be modified to the minimum extent necessary, and the remaining provisions will remain in full force.

16. ENTIRE AGREEMENT

These Terms, together with our Privacy Policy and any additional terms presented to you in connection with specific features, constitute the entire agreement between you and Staff OS regarding the Services.

17. FRAUD AWARENESS

Staff OS is committed to protecting candidates from recruitment fraud and phishing. Bad actors sometimes impersonate recruiters or AI platforms on job posting sites and social media. Please keep the following in mind:

- **Legitimate communications** from Staff OS employees will come from official @staff-os.com email addresses — never from Gmail, Outlook, Yahoo, or other generic providers. AI-powered conversations will occur through verified platform channels (designated SMS/MMS numbers, web chat, or integrated job board messaging).
- **Staff OS will never ask you for:**
 - Bank account, credit card, or other financial account information
 - Social Security numbers, Social Insurance Numbers, driver's license numbers, or passwords

- Payment of any kind — including application fees, processing fees, background check fees, or equipment deposits
- Management of financial transactions, fund transfers, or gift card purchases
- Shipping or receiving packages from your home
- **Watch for red flags** such as offers without a formal process, pressure to act immediately, requests to use personal messaging apps, or promises of unusually high pay for minimal work.

For detailed guidance, please review our full **Fraud Awareness page** at [staff-os.com/fraud-awareness].

To report suspected fraud, contact us at security@staff-os.com with as much detail as possible (sender information, message content, screenshots).

Additional resources:

- Federal Trade Commission: consumer.ftc.gov
 - Internet Crime Complaint Center (IC3): ic3.gov
 - Canadian Anti-Fraud Centre: antifraudcentre-centreantifraude.ca
 - OnGuardOnline: onguardonline.gov
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18. CONTACT

For questions about these Terms, please contact:

- **Email:** support@staff-os.com
 - **Mail:** Staff OS, LLC, [Address], [City, State, ZIP]
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These Terms of Use are provided for informational purposes and should be reviewed by qualified legal counsel before publication.