

Staff OS — Privacy Policy

Last Updated: February 10, 2026

Staff OS, LLC ("Staff OS," "we," "us," or "our") is committed to protecting the privacy of individuals who interact with our AI-powered recruitment platform. This Privacy Policy explains how we collect, use, disclose, and safeguard personal information in connection with our platform, website, and related services (collectively, the "Services").

This Privacy Policy applies to:

- **Candidates:** individuals who interact with our AI conversational platform, apply for positions, or are included in a client's candidate database;
 - **Client Personnel:** employees or representatives of organizations that subscribe to our Services ("Clients"); and
 - **Website Visitors:** individuals who visit staff-os.com or related web properties.
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1. WHO WE ARE

Staff OS provides an AI-powered recruitment engagement platform that enables organizations to automate candidate communication, screening, and database management. We operate across the United States and Canada, offering bilingual services in English and Spanish.

Contact Information:

- Email: privacy@staff-os.com
 - Mail: Staff OS, LLC, [Address], [City, State, ZIP]
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2. INFORMATION WE COLLECT

2.1 Information Provided Directly

We collect information that individuals provide through our Services, including:

- **Candidate Information:** Name, email address, phone number, resume or CV data, work history, education, skills, language preferences, responses to screening questions, availability, salary expectations, and any other information shared during AI-driven or human-assisted conversations.
- **Client Personnel Information:** Name, business email, phone number, job title, login credentials, and billing information.
- **Communications:** Content of AI-powered conversations (text-based), SMS/MMS messages, emails, and other communications conducted through the Services.

2.2 Information Collected Automatically

When individuals interact with our Services, we may automatically collect:

- **Device and Usage Information:** IP address, browser type, operating system, device identifiers, pages visited, links clicked, and interaction timestamps.
- **Conversation Metadata:** Timestamps, response times, message delivery status, conversation duration, and engagement metrics.
- **Lead Attribution Data:** Referring source (e.g., Indeed, LinkedIn, career site), campaign identifiers, and conversion pathway data.
- **Cookie and Tracking Data:** As described in our Cookie Policy.

2.3 Information from Third-Party Sources

We may receive information from:

- **Job Boards and Platforms:** When candidates apply through integrated third-party platforms (e.g., Indeed, LinkedIn), we may receive application data submitted by the candidate on those platforms.
 - **Client Systems:** Clients may upload or sync candidate data from their applicant tracking systems, HRIS, or other databases, including data relating to dormant or previously engaged candidates.
 - **Public Sources:** Publicly available professional information consistent with Applicable Law.
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3. HOW WE USE INFORMATION

We use personal information for the following purposes:

3.1 Providing Recruitment Services

- Facilitating AI-powered conversational interactions with candidates on behalf of Clients, including 24/7 automated engagement in English and Spanish
- Conducting multi-tier candidate screening, including knockout question evaluation, job matching, and profile analysis
- Managing candidate profiles and maintaining Client databases
- Scheduling interviews and coordinating hiring workflows

3.2 Database Reactivation

- Re-engaging dormant candidates in a Client's database, based on the Client's instructions and in accordance with applicable consent requirements
- Matching previously engaged candidates with new job opportunities

3.3 Analytics and Optimization

- Tracking lead attribution and conversion sources across integrated platforms
- Providing real-time recruitment analytics and performance reporting to Clients
- Measuring and improving response times, engagement rates, and screening accuracy

3.4 Platform Improvement

- Improving and training our AI models, natural language processing, and machine learning capabilities using de-identified and aggregated data
- Developing new features and enhancing platform performance
- Conducting internal research and analysis

3.5 Communications

- Sending candidates messages related to recruitment opportunities, application status, and hiring processes via SMS, MMS, email, or web chat
- Sending Clients operational notifications, product updates, and billing communications

3.6 Security and Compliance

- Detecting, preventing, and responding to fraud, security incidents, and illegal activity
 - Complying with Applicable Law and responding to legal requests
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4. AI-POWERED PROCESSING

4.1 How Our AI Works

Our platform uses artificial intelligence to engage candidates in automated conversations, evaluate responses against job requirements, match candidates to open positions, and manage communication workflows. Key aspects include:

- **Automated Conversations:** Our AI conducts text-based conversations with candidates in real time, 24 hours a day. These conversations may include screening questions, scheduling prompts, and informational responses. Candidates will be informed when they are interacting with an AI system.
- **Screening and Matching:** Our AI evaluates candidate responses using configurable criteria established by the Client, including knockout questions, skills assessments, and job-fit algorithms. AI outputs are designed to assist, not replace, human hiring decisions.
- **Bilingual Processing:** Our AI processes and generates communications in English and Spanish. Candidates may select their preferred language where this option is available.
- **Candidate Profiling:** Our AI analyzes candidate information to create profiles that assist Clients in evaluating fit for current and future opportunities. Profiles are derived from information provided

by the candidate and the Client.

4.2 Human Oversight

AI-generated screening results and candidate assessments are intended as decision-support tools. Staff OS's terms require Clients to ensure that human beings review, oversee, or make final employment decisions informed by AI outputs. Staff OS does not make hiring decisions on behalf of Clients.

4.3 Accuracy and Limitations

AI outputs may be imperfect. We continuously work to improve accuracy, but we cannot guarantee that AI assessments will be free of error or bias. We encourage Clients and candidates to report concerns regarding AI-generated outputs to privacy@staff-os.com.

5. HOW WE SHARE INFORMATION

We share personal information in the following circumstances:

5.1 With Clients

Candidate Data is shared with the Client on whose behalf we are providing Services. Clients are independent data controllers with respect to their use of Candidate Data.

5.2 With Service Providers

We share information with trusted service providers who assist in delivering the Services, including cloud hosting providers, messaging carriers, analytics providers, and security services. These providers are contractually obligated to protect personal information and process it only on our instructions.

5.3 With Integrated Third-Party Platforms

Where Clients use integrations with third-party platforms (e.g., applicant tracking systems, job boards), data may be transferred to and from those platforms in accordance with Client instructions.

5.4 For Legal and Safety Reasons

We may disclose information: (a) to comply with Applicable Law, regulation, or legal process; (b) to respond to lawful requests from governmental authorities; (c) to protect the rights, safety, or property of Staff OS, our Clients, candidates, or the public; or (d) in connection with the investigation of suspected fraud or illegal activity.

5.5 Business Transfers

In connection with a merger, acquisition, reorganization, or sale of assets, personal information may be transferred to the acquiring entity, subject to applicable privacy requirements.

5.6 De-Identified and Aggregated Data

We may share de-identified or aggregated data that does not reasonably identify any individual for analytics, benchmarking, research, and product improvement purposes.

6. CROSS-BORDER DATA TRANSFERS

6.1 US and Canada

Our Services operate across the United States and Canada. Personal information collected in one country may be transferred to and processed in the other in connection with delivering the Services. We implement appropriate safeguards for such transfers, including contractual protections consistent with Applicable Law.

6.2 Canadian Privacy Compliance

For individuals in Canada, we process personal information in accordance with PIPEDA and applicable provincial privacy legislation. Where required, we obtain meaningful consent for collection, use, and disclosure of personal information and honor withdrawal of consent requests in accordance with Applicable Law.

6.3 Data Localization

Unless specific data residency commitments are made in a Client's Order Form, we do not guarantee that data will be stored in a particular jurisdiction.

7. DATA RETENTION

7.1 Retention Periods

We retain personal information for as long as necessary to fulfill the purposes described in this Privacy Policy, including:

- **Active Candidate Data:** Retained for the duration of the Client's subscription and for thirty (30) days following termination to facilitate data export.
- **Dormant Candidate Data:** Retained in accordance with the Client's instructions and applicable consent parameters. Clients are responsible for ensuring that retention of dormant candidate data complies with Applicable Law.
- **Analytics and De-Identified Data:** May be retained indefinitely in de-identified or aggregated form.
- **Account and Billing Data:** Retained as required for legal, tax, and accounting purposes.

7.2 Deletion

Upon expiration or termination of a Client's subscription, we will delete Client Data within thirty (30) days, unless retention is required by Applicable Law or the Client requests an extension for data export purposes.

8. DATA SECURITY

We maintain a commercially reasonable information security program that includes administrative, technical, and physical safeguards designed to protect personal information. Key measures include:

- Encryption of data in transit and at rest
- Access controls and authentication requirements
- Regular security assessments and vulnerability testing
- Incident detection and response procedures
- Employee security training

No method of transmission or storage is completely secure. While we strive to protect personal information, we cannot guarantee absolute security.

9. YOUR RIGHTS AND CHOICES

9.1 For Candidates

Depending on your jurisdiction, you may have the following rights regarding your personal information:

- **Access:** Request a copy of the personal information we hold about you.
- **Correction:** Request correction of inaccurate or incomplete information.
- **Deletion:** Request deletion of your personal information, subject to legal retention requirements.
- **Opt-Out of Messaging:** Text "STOP" to any Staff OS messaging number to unsubscribe from SMS/MMS communications. You may also contact us at privacy@staff-os.com.
- **Withdraw Consent:** Where processing is based on consent, you may withdraw consent at any time (withdrawal does not affect the lawfulness of prior processing).
- **Object to AI Processing:** You may request that AI-generated assessments of your candidacy be reviewed by a human being.
- **Data Portability:** Where applicable, request a portable copy of your data.
- **Non-Discrimination:** We will not discriminate against you for exercising your privacy rights.

To exercise these rights, contact us at privacy@staff-os.com. We may need to verify your identity before processing your request. If your data was provided by a Client, we may direct you to the Client, as the Client may be the controller of that data.

9.2 For Clients

Clients may access, export, correct, and delete their data through the Platform's administrative features or by contacting support@staff-os.com.

9.3 Canadian Individuals

Individuals in Canada have rights under PIPEDA and applicable provincial legislation, including the right

to access and correct personal information, to withdraw consent, and to file complaints with the Office of the Privacy Commissioner of Canada or the applicable provincial commissioner.

10. CHILDREN'S PRIVACY

Our Services are not directed to individuals under the age of 18. We do not knowingly collect personal information from anyone under 18. If we learn that we have collected information from a child under 18, we will take steps to delete it promptly. Individuals between 13 and 18 may interact with our Services only in the context of lawful employment where permitted by Applicable Law, and only under the supervision of a parent or legal guardian where required.

11. SMS AND MMS MESSAGING

11.1 Consent

By providing a mobile phone number through the Services, opting in to messaging, or initiating a conversation via SMS or MMS, you consent to receive automated messages related to recruitment and hiring opportunities.

11.2 Message Content and Frequency

Messages may include information about open positions, hiring process updates, interview scheduling, recruiter communications, and automated AI-driven conversations. Message frequency varies.

11.3 Opt-Out

You may opt out at any time by texting "STOP" to the applicable number. After opting out, you will receive a confirmation message and no further messages from that number. For assistance, text "HELP" or contact support@staff-os.com.

11.4 Costs

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

11.5 Carrier Disclaimer

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

12. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time. Material changes will be posted on our website with an updated effective date. Continued use of the Services after changes are posted constitutes acceptance of the revised Privacy Policy. We encourage you to review this Privacy Policy periodically.

13. CONTACT US

If you have questions, concerns, or complaints about this Privacy Policy or our data practices, please contact us at:

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

For Canadian privacy inquiries, you may also contact the Office of the Privacy Commissioner of Canada at www.priv.gc.ca.

This Privacy Policy is provided for informational purposes and should be reviewed by qualified legal counsel before publication.