



## Eolas Privacy Policy

Version: 1.0



Signed By:

Patrick O'Neill

**Director**

*Patrick O'Neill*

22 July 2026

Signature

Date

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## AMENDMENT LOG

| Version | Date       | Change          |
|---------|------------|-----------------|
| 1.0     | 08.07.2026 | Initial Version |
|         |            |                 |
|         |            |                 |
|         |            |                 |
|         |            |                 |

## **1. INTRODUCTION**

### **1.1. Purpose**

At Eolas Solutions (Eolas), we are committed to responsibly handling personal data in accordance with the Privacy Act 1988. Eolas collects, uses, and retains only the necessary information to fulfill our obligations including engagements with clientele, screening candidates, identifying suitable opportunities, and managing client relationships, preparing bids to secure roles for candidates, and for ongoing employment purposes.

We protect this information through secure storage practices, access controls, and regular review of our data handling procedures. We value the security and privacy of every piece of candidate data we obtain and treat it with utmost protection.

Eolas uses artificial intelligence technology to enhance our services. This may include analysing client opportunities and candidate resumes, reviewing candidate fit against opportunity criteria, preparing compelling proposals, administrative documentation to submit opportunities, and preparing unclassified material for clientele. We are committed to using AI responsibly and transparently while maintaining the security and privacy of personal information.

### **1.2. Applicability**

This Data Privacy Policy is applicable to all data provided to and held by Eolas.

This policy applies to all individuals whose personal information is collected, processed, or stored by Eolas.

### **1.3. References**

- a. Privacy Act 1988
- b. Australian Privacy Principles (APPs)
- c. Defence Security - Guide to Assessing and Protecting Official Information

## **2. OVERVIEW**

### **2.1. About Eolas**

Eolas Solutions is a consulting firm that supports Defence and Government clients with specialist services. Eolas consists of an operations team ensuring the effective operations of the company, a tech team managing and developing FiOS, our opportunity and workforce management system, and a client-facing team delivering specialist services to clients.

This policy outlines Eolas' privacy practices and data handling procedures, ensuring that the collection, storage, and management of personal information comply with national privacy and

data protection standards. It governs the handling of data related to candidates, recruitment activities, opportunity matching, bid preparation, ongoing employment and client information.

## **2.2. Responsibilities**

### **Operations Manager**

Eolas Operations Manager is responsible for the oversight and overall management of the Privacy Policy.

### **All Eolas Personnel**

All Eolas personnel are responsible for compliance with this policy.

## **3. LEGISLATED PRIVACY POLICY REQUIREMENTS**

### **3.1. Privacy Act 1988**

Eolas is serious about the correct handling of information and meets the requirements outlined in the Privacy Act 1988.

The Privacy Act of 1988 requires that an organisation's privacy policy must include:

- a. The name and contact details of the organisation;
- b. What kinds of personal information the organisation collects and stores;
- c. How the organisation collects personal information and where it is stored;
- d. The reasons why the organisation collects personal information;
- e. How the organisation will use and disclose information;
- f. How information can be accessed or corrected;
- g. How to lodge a complaint if information has been mishandled, and how the organisation will handle the complaint; and
- h. The likelihood of information being disclosed outside of Australia.

## **4. NAME AND CONTACT DETAILS**

### **4.1 Eolas' Privacy Policy**

This privacy policy is applicable to all Eolas employees.

#### **Eolas can be contacted via:**

- a. Telephone: 1300 451 336
- b. Email: [operations@eolassolutions.com.au](mailto:operations@eolassolutions.com.au)

## **5. EOLAS'S PRIVACY STATEMENT**

### **5.1. Privacy Statement**

Eolas is committed to protecting the privacy and security of personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard personal information in accordance with the Australian Privacy Act 1988 and the Australian Privacy Principles.

Eolas uses artificial intelligence technology to provide efficient and effective delivery of our services and operations which may include recruitment services, business development and client engagements. We are transparent about our use of AI and ensure that all AI-enabled processing of personal information is conducted securely and in compliance with privacy laws.

### **5.2. Scope of Application**

This Privacy Policy applies to personal information collected from individuals who interact with Eolas, including but not limited to:

- a. Candidates – individuals seeking employment opportunities through Eolas, including those who submit resumes, apply for positions, or express interest in opportunities.
- b. Clients – individuals and organisations engaging Eolas's services or considering opportunities presented by Eolas.
- c. Employees – individuals employed by Eolas Solutions.

Eolas implements appropriate security measures to protect personal information from unauthorised access, use, disclosure, or loss. Personal information is retained to fulfill the purposes outlined in this Privacy Policy and in compliance with the Australian Privacy Act 1988.

## **6. WHAT KINDS OF PERSONAL INFORMATION EOLAS COLLECTS AND STORES**

### **6.1. Personal Data**

Eolas collects and obtains personal information from candidates and employees to provide recruitment, placement, operational, and client services. In doing so, Eolas may access information from external entities, previous employers, educational institutions, or professional references.

Eolas collects personal information from:

- a. Candidates seeking opportunities
- b. Clients engaging our services
- c. Referees and references
- d. Recruitment screening activities
- e. Business opportunity sources which we may have access to
- f. Employees

### **6.2. Information Collected from Candidates**

The information collected and stored from Candidates and Employees include:

- a. Personal details
- b. Employment history and experience
- c. Educational qualifications and certifications
- d. Professional skills and competencies
- e. Resume and curriculum vitae
- f. References and referee contact information
- g. Right to work documentation
- h. Any other information provided in the application or recruitment process

Personal details can be updated at any time, by contact with Eolas.

### **6.3. Information Collected from Clients**

The following information is collected and stored from Clients:

- a. Contact Name
- b. Organisation/Company Name
- c. Phone Number
- d. Email Address
- e. Position/Role requirements

Clients can update this information at any time by contacting Eolas.

## **7. HOW EOLAS COLLECTS PERSONAL INFORMATION AND WHERE IT IS STORED**

### **7.1. How Eolas Collects Information**

Eolas collects information through a variety of sources including:

- a. Direct submission by candidates (via application forms, email, online platforms, or in-person)
- b. Resumes and cover letters submitted by candidates
- c. Email correspondence
- d. Professional networking platforms (e.g., LinkedIn)
- e. Referees and reference checks
- f. Publicly available professional information
- g. For employees – through onboarding process on our HR platform Employment Hero.
- h. Any other engagement with Eolas

Eolas primarily collects information in digital format and does not routinely request or store hardcopies of personal data.

### **7.2. Access to Information**

Access to personal information within Eolas is granted on a "need to know" basis and is limited to personnel who require the information to perform their duties.

For example, personnel involved in recruitment, candidate screening, and bid preparation have access to candidate information necessary to fulfill their roles. Personnel involved in managing Eolas digital systems like FiOS have access to fulfill their technical roles.

Access controls and security measures are in place to prevent unauthorised access to personal information.

### **7.3. Storage Locations**

Personal information is stored in the following secure locations:

- a. Computer systems – Within secure company computers with appropriate access controls and password protection.
- b. Licensed/subscription cloud-based systems – Including SharePoint and our opportunity and workforce management system, FiOS.
- c. HR management systems – Employment Hero stores employee information required in the personnel management process.
- d. Graphic design tools – Licensed/subscription cloud-based graphic design platforms used for preparing professional materials, which necessarily store information to provide the service.
- e. Email repositories – Within company email systems, accessible only by authorised personnel.

- f. Backup systems – All storage locations are backed up in accordance with Eolas's data protection and business continuity practices.

All storage systems employ appropriate security measures including:

- a. Password protection and access controls
- b. Encryption where appropriate
- c. Regular security updates and monitoring
- d. Restricted access based on role requirements

In the event of a data breach, affected individuals will be notified at the first reasonable opportunity.

#### **7.4. Disposing of Personal Information**

Eolas policy dictates that any printed copies of personal information are securely shredded upon completion of use.

Eolas reviews the necessity to retain personal information for no more than five years after a candidate has last interacted with Eolas or after a placement has concluded. Due to the nature of recruitment and placement services, Eolas maintains this information for possibility of future opportunities. After five years of inactivity, all personal information is securely deleted or destroyed from Eolas' systems.

Candidates may request earlier deletion of their personal information by contacting Eolas directly. Upon such request, Eolas will securely delete the information within a reasonable timeframe, subject to any legal obligations to retain certain records.

## **8. THE REASONS WHY EOLAS NEEDS TO COLLECT PERSONAL INFORMATION**

### **8.1. Recruitment Information**

Eolas collects personal information to screen candidates, assess their suitability for opportunities, and maintain accurate records of candidate qualifications, skills, and experience.

Personal information is used to identify and evaluate suitable opportunities for candidates based on their skills, experience, qualifications, and career objectives. This process may involve the use of artificial intelligence technology to efficiently analyse candidate profiles against opportunity requirements and prepare compelling bids, proposals, and applications to secure opportunities for candidates.

## **8.2 Employment Information**

As a responsible employer, Eolas is required to collect and store personal information necessary to fulfill our obligations in relation to the management and development of each employee. This includes information required for payroll and superannuation administration, maintaining employment records, and supporting the ongoing employment relationship.

Employee information may be disclosed to contracting agencies and potential clients when competing and engaging in work opportunities. This process is conducted with the employee's knowledge and consent, and only information relevant to demonstrating suitability for specific opportunities is shared.

## **8.3. Client Information**

Eolas collects and stores personal information about clients and contracting agency persons to manage ongoing contracts, pursue contract opportunities, and maintain effective working relationships.

# **9. USE OF ARTIFICIAL INTELLIGENCE**

## **9.1. AI-Enabled Services**

Eolas uses artificial intelligence technology to enhance the quality and efficiency of our services and operations. We are committed to using AI responsibly, transparently, and in compliance with applicable privacy laws.

The use of AI enables Eolas to:

- a. Analyse resumes and opportunities more efficiently and through a different perspective
- b. Analyse candidates against opportunities more effectively
- c. Prepare bids and proposals
- d. Identify relevant skills and experience from candidate information

## **9.2. How AI is Used**

**Resume Analysis** – AI technology is used to analyse candidate resumes to identify key skills, experience, qualifications, and competencies. This enables more efficient and comprehensive evaluation of candidate suitability for opportunities.

**Candidate and Opportunity Assessment** – AI technology is used to assess candidate profiles with opportunity requirements, identifying potential alignment between the two based on requirements, skills, experience, qualifications, and other relevant factors.

**Bid Writing** – AI technology is used to assist in preparing bids, proposals, and applications that effectively present candidate capabilities and suitability for specific opportunities.

Other content generation – Eolas may also utilise AI to generate content based on personal information for the purposes of delivering business needs.

AI-generated assessments provide initial assessments only and are subject to human review. You have the right to request human-only review of decisions affecting your employment. AI-generated content is always reviewed and verified.

Candidates have the right to know when their information is being processed using AI technology and can contact Eolas with any questions or concerns about AI use.

## **10. HOW EOLAS USES AND DISCLOSES INFORMATION**

### **10.1. Information Disclosure**

Eolas may share candidate information with potential clients and contract agencies when presenting candidates for opportunities and bidding for work. This disclosure is conducted with strict adherence to the following process:

- a. Candidates are contacted before information is shared with potential clients and contracting agencies
- b. Only information necessary and relevant to the specific opportunity is disclosed
- c. Information is shared in a professional format appropriate to the opportunity (e.g., resume, candidate alignment, capability statement)

The information shared with clients typically includes:

- a. Professional resume or CV
- b. Relevant skills and experience
- c. Qualifications and certifications
- d. Work history relevant to the opportunity
- e. Any other information necessary to demonstrate candidate suitability

Eolas does not share sensitive personal information (such as date of birth, personal address, identification documents, or financial information) with clients unless specifically required for the opportunity and with the candidate's consent.

Candidates may review and approve the specific information to be shared before it is disclosed to any potential client or contracting agency.

## **11. HOW TO ACCESS OR CORRECT PERSONAL INFORMATION**

### **11.1. Accessing and Updating Personal Information**

Candidates have the right to access and correct their personal information held by Eolas at any time.

To access or update personal information, candidates can:

- a. Contact Eolas directly via email at [operations@eolassolutions.com.au](mailto:operations@eolassolutions.com.au) or phone at 1300 451 336
- b. Request a copy of the personal information held about them
- c. Request corrections to any inaccurate or outdated information
- d. Request deletion of their information (subject to any legal retention requirements)

Eolas will respond to access requests within a reasonable timeframe, typically within 30 days of receiving the request.

There is no charge for candidates to access or correct their personal information, unless the request is manifestly unfounded, excessive, or requires disproportionate effort.

Eolas employees can access and correct their personal information in Employment Hero by logging in to their personal user. To update CVs or other information relevant for bidding for work, contact the operations team.

## **12. HOW TO LODGE A COMPLAINT REGARDING THE HANDLING OF PERSONAL INFORMATION**

### **12.1. Lodging a Complaint**

If a candidate or other individual believes that Eolas has mishandled their personal information or breached their privacy, they can lodge a formal complaint.

Complaints should be submitted in writing to:

- a. Email: [operations@eolassolutions.com.au](mailto:operations@eolassolutions.com.au)
- b. Postal Address: Unit 6&7 144 Gladstone Street, Fyshwick ACT, 2609

The complaint should include:

- a. Contact details of the complainant
- b. Details of the privacy concern or alleged breach
- c. Any relevant dates, circumstances, or supporting information
- d. The outcome or resolution sought

## **13. HOW COMPLAINTS ARE HANDLED**

### **13.1. Handling Complaints**

Once a complaint is received, Eolas will:

- a. Acknowledge receipt of the complaint within 7 business days
- b. Register the complaint onto our incident register
- c. Investigate the complaint thoroughly and impartially
- d. Contact the complainant if additional information is required
- e. Provide a written response outlining the findings and any action taken within 30 days of receiving the complaint
- f. If the complaint cannot be resolved within 30 days, provide an update on the status and expected timeframe for resolution

If the complainant is not satisfied with Eolas's response, they have the right to lodge a complaint with the Office of the Australian Information Commissioner (OAIC):

- a. Website: [www.oaic.gov.au](http://www.oaic.gov.au)
- b. Phone: 1300 363 992
- c. Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

## **14. LIKELIHOOD OF DISCLOSING PERSONAL INFORMATION OUTSIDE OF AUSTRALIA**

### **14.1. Overseas Disclosure**

The likelihood of Eolas disclosing personal information outside of Australia is assessed to be very low.

Eolas primarily operates within Australia. Personal information would only be disclosed overseas where a candidate or employee specifically requests or consents to their information being shared with an overseas client or opportunity.

Where personal information is disclosed overseas, Eolas takes reasonable steps to ensure that the overseas recipient complies with Australian privacy laws or that the information is otherwise protected.

### **14.2. Data Storage and Processing**

While Eolas does not routinely disclose personal information overseas, data may be stored or processed on servers located outside of Australia through our use of cloud and AI service providers.

This data storage or transit through overseas servers does not constitute disclosure to third parties, as these service providers are bound by their own privacy obligations and data protection agreements.

Countries where data may be stored or processed include:

- a. United States (where some cloud and/or AI service providers maintain their data centres)
- b. Other locations as determined by our service providers' infrastructure

Candidates and employees may request information about specific service providers' privacy policies and data handling practices by contacting Eolas.

## **15. ADMINISTRATION**

### **15.1. Document Owner and Approval**

This policy is formally authorised and approved by Patrick O'Neill, Director on 08 Jul 2027.

### **15.2. Review**

This policy will be reviewed annually at a minimum. The next scheduled review is to occur on or before 01 Jul 2027.

This policy may be updated more frequently in response to changes in legislation, technology, or business practices.