

# TALENTAXIS OPERATING REGULATIONS

## I. GENERAL PRINCIPLES

### 1. Purpose of Operation

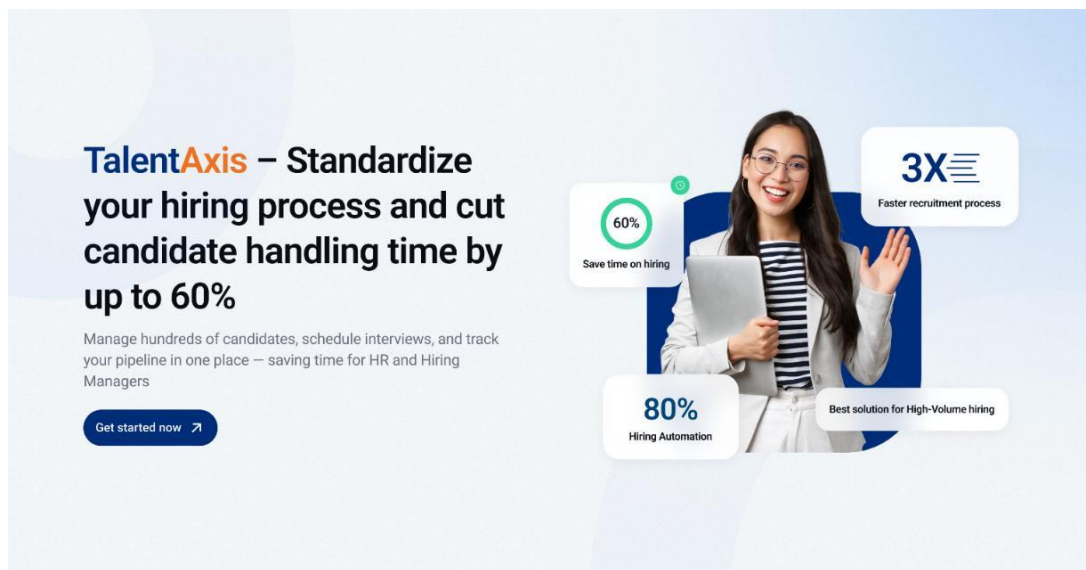
TalentAxis - a product of CVTOT - is an online platform that helps businesses manage candidates comprehensively and optimize their recruitment process. The platform enables automation of key steps in the recruitment process, including moving candidates through each stage, sending automated email notifications, scheduling interviews, and reminding relevant parties. By reducing manual tasks, the website helps businesses save time and effort, minimize errors, and improve the candidate experience. At the same time, centralized candidate data management helps track recruitment progress, evaluate the effectiveness of each recruitment round, and make faster and more accurate HR decisions. This is an ideal tool for businesses seeking to improve recruitment efficiency, standardize processes, and optimize human resources.

### 2. Operating Principles

- Comply with relevant legal regulations.
- Build, develop, and ensure a civilized and healthy online environment.
- Prioritize the interests of consumers.
- Comply with rules on the confidentiality of users' personal information.

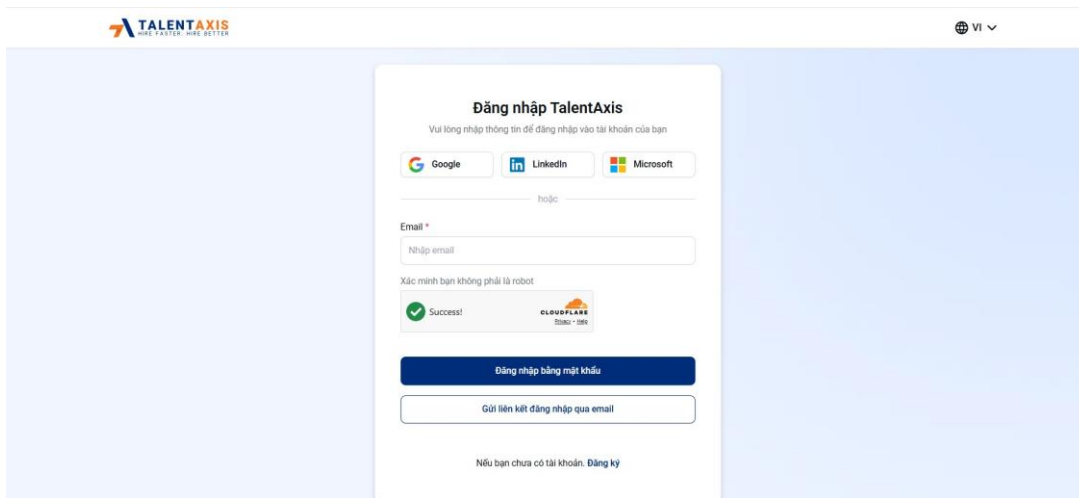
## II. REGISTRATION/LOGIN PROCESS

Users access the website [talentaxis.ai](https://talentaxis.ai) and select Login to access their account.

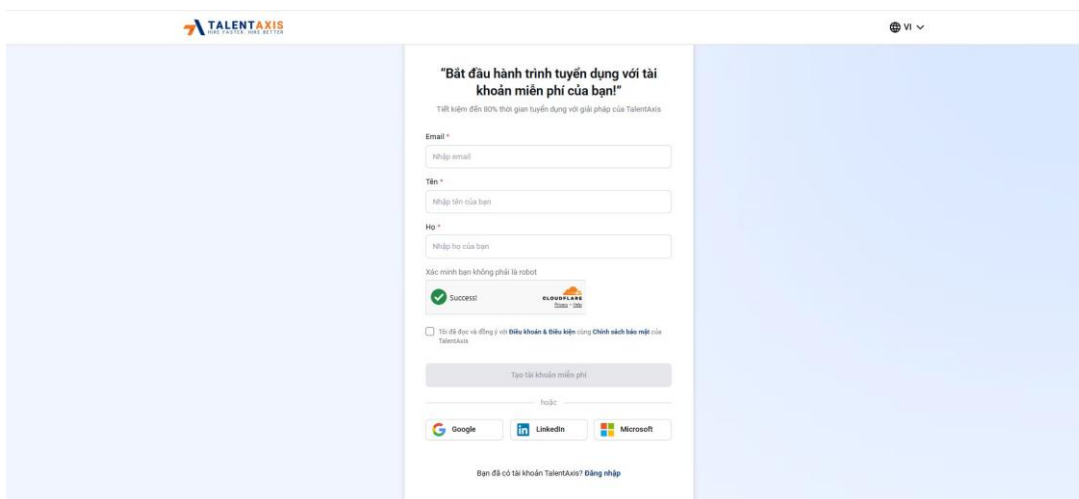


The image is a promotional banner for TalentAxis. On the left, the text reads: "TalentAxis – Standardize your hiring process and cut candidate handling time by up to 60%". Below this, it says "Manage hundreds of candidates, schedule interviews, and track your pipeline in one place – saving time for HR and Hiring Managers" and includes a "Get started now" button with a right-pointing arrow. On the right, a woman in a white blazer and glasses is smiling and holding a tablet. Surrounding her are four callout boxes: "60% Save time on hiring" (with a green circle), "3X Faster recruitment process" (with a blue circle), "80% Hiring Automation" (with a blue circle), and "Best solution for High-Volume hiring" (with a blue circle).

Users enter the email address previously registered and log in using a password or a one-time login link.

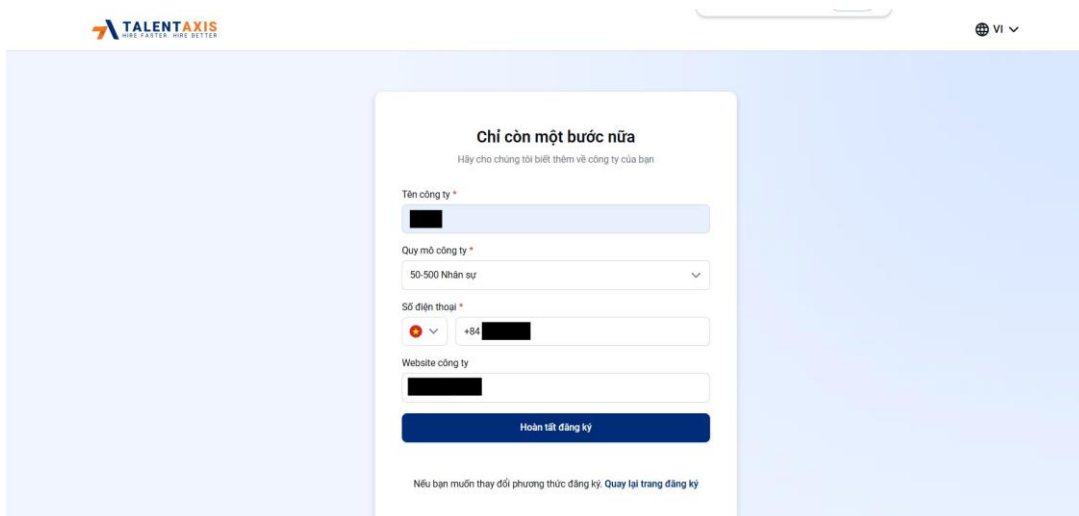


If users do not have an account, they may register by selecting Register and entering the required information in the form.

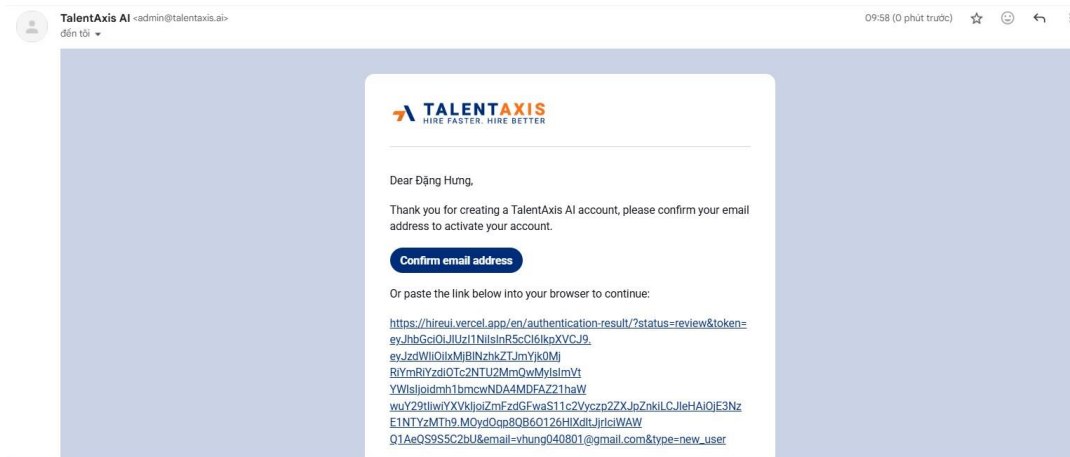


After completing all required information, users select "Create a free account".

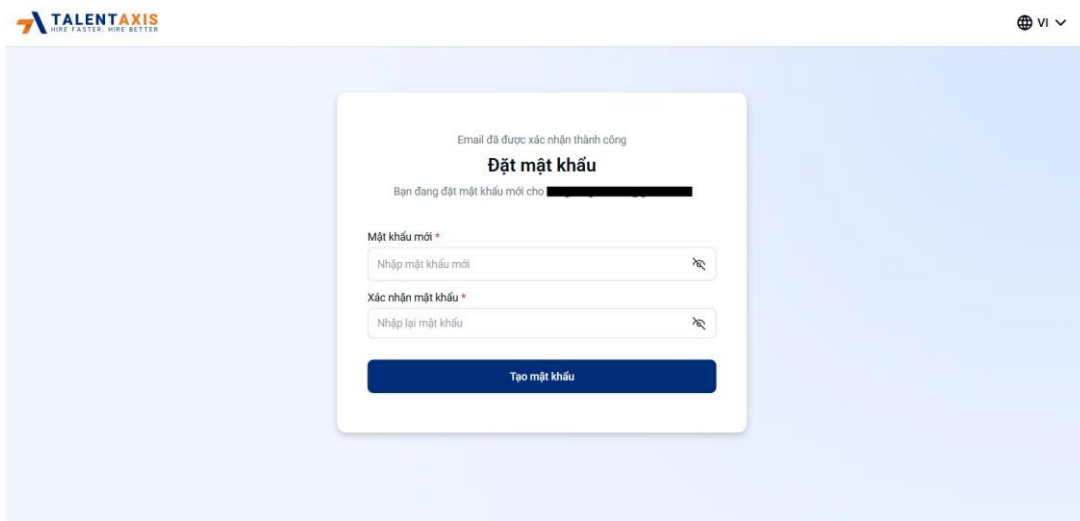
After selecting "Create a free account", users proceed to the next step to enter additional information.



After entering the required information, users select "Complete registration". The system will then send an email to the registered email address containing a link to confirm the email address.



After selecting "Confirm email address", the system will review the registration information and direct users to the password creation screen for the account.

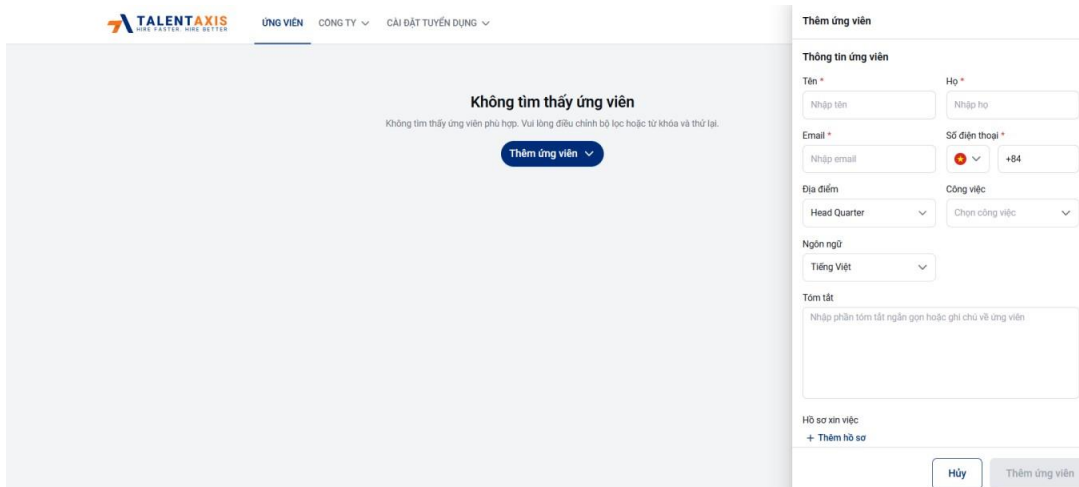


Users enter a new password and select "Create password" to start using the account.

### III. MODULES AVAILABLE IN TALENTAXIS

#### 1. Candidates

In this module, users can add, edit, and delete candidates in the system for management purposes.

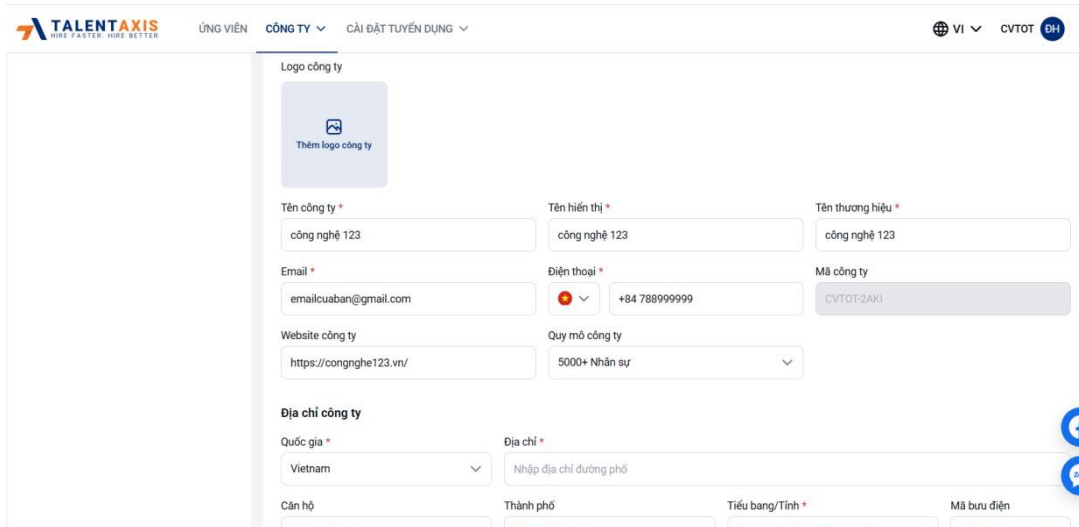


## 2. Company

This module includes the following sections:

### a. Company Information

In this section, users can enter information related to their business. This information is used for sending emails to candidates or receiving emails from the TalentAxis system administrator.



### b. Team Management

In this menu item, the owner can add, edit, and save members or personnel to manage the system. Under User Role, the owner is responsible for assigning roles to personnel; each role is limited to certain functions within the system.

The screenshot shows the 'THÀNH VIÊN (1)' section with a search bar and a list of members. The selected member is 'Đặng Hưng' with the role 'Chủ sở hữu công ty'. The 'Thông tin cơ bản' form includes fields for:
 

- Tên \* (Name)
- Họ \* (Surname)
- Mã nhân viên (Employee ID)
- Email tài khoản \* (Account Email)
- Email liên hệ (Contact Email)
- Số điện thoại \* (Phone Number) with a country code dropdown (+84)
- Quốc gia \* (Country) set to Vietnam
- Vị trí \* (Position) set to Head Quarter
- Vai trò thành viên \* (Member Role) set to Chủ sở hữu công ty
- Chức vụ (Job Title)

### c. Location Management

In this menu item, users can update the company's workplaces or office locations to support interview scheduling for candidates.

The screenshot shows the 'ĐIỂM TUYỂN DỤNG (2)' section with a list of locations. The selected location is 'Head Quarter'. The 'Thông tin địa điểm' form includes fields for:
 

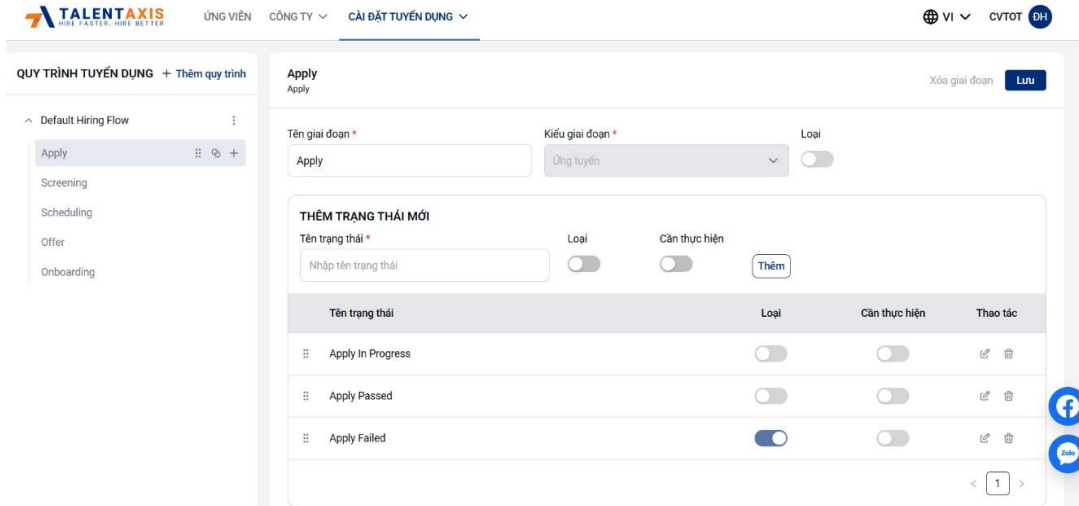
- Tên địa điểm \* (Location Name)
- ID địa điểm (Location ID)
- Mã khu vực (Area Code)
- Điện thoại (Phone Number) with a country code dropdown (+84 788614615)
- Email (Location Email)
- Múi giờ (Time Zone) set to (UTC+7:00) Bangkok, Hanoi, Jakarta
- Địa chỉ (Address) section with:
  - Quốc gia \* (Country) set to Vietnam
  - Địa chỉ \* (Address)
- Căn hộ (Apartment) with a field for Nhập số căn hộ
- Thành phố (City) with a field for Nhập thành phố
- Tiểu bang/Tỉnh \* (State/Province) with a dropdown for Chọn hoặc nhập tiểu bang/tỉnh
- Mã bưu điện (Postal Code) with a field for Nhập mã bưu điện

## 3. Hiring Setting

This module includes the following sections:

### a. Hiring Flows

In this section, users can build their company's own recruitment process. This automated recruitment process helps businesses screen candidates and change candidate statuses more conveniently.

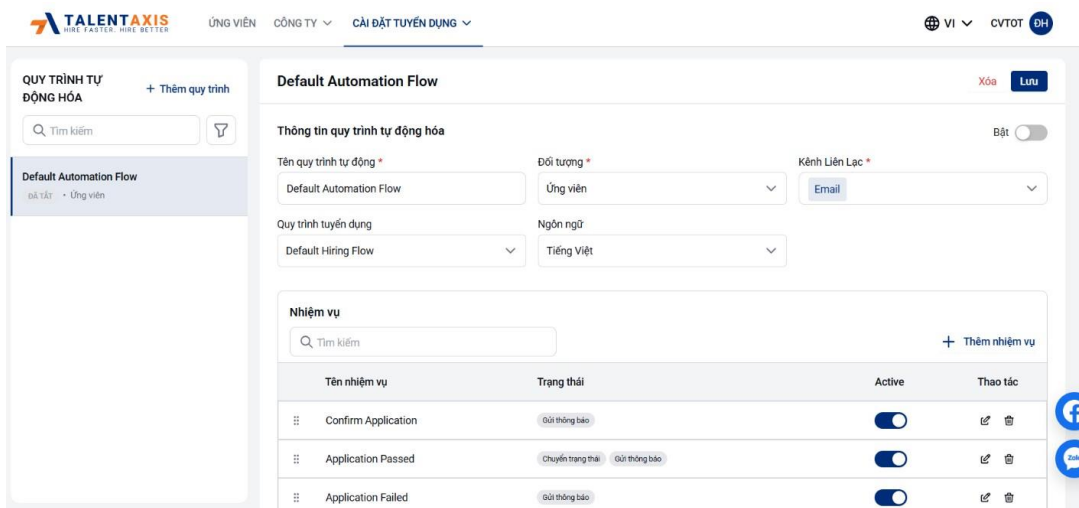


## b. Automation Flows

In this menu item, users can create a recruitment workflow. The system will record the process, and candidate status changes and email sending will be automated according to that workflow.

## c. Jobs

As a product of CVTOT, TalentAxis is linked to the job positions that businesses have posted on CVTOT. This menu item is used to manage the jobs that the business is recruiting for, identify which position candidates are applying to, and determine how each job is connected with the Automation Flows.



## IV. CUSTOMERS' USE OF TALENTAXIS SERVICES

### 1. Customers' Responsibilities When Using TalentAxis Services

- Comply with and ensure that their Users comply with the terms of the Agreement.
- Promptly notify TalentAxis of any unauthorized access to or use of the Services, passwords, credentials, or any unauthorized use, access, or disclosure of Customer Data.
- Comply with applicable laws and regulations.

### 2. Prohibited Acts When Using TalentAxis Services

- Sublicense, sell, lease, transfer, share, commercially exploit, or provide the Services to any third party, unless expressly permitted under the Agreement.

- Use the Services to send, distribute, or create unrelated commercial, advertising, or marketing messages.
- Send messages that are unrelated to recruitment, human resources, or candidate interaction.
- Copy any features, functions, interfaces, or graphics of the Services.
- Use the Services to send or store malicious code, viruses, spyware, or harmful content.
- Use the Services to send or store unlawful content, such as defamatory, fraudulent, pornographic, racist content, or content that violates the privacy rights of others.

## **V. RIGHTS AND RESPONSIBILITIES OF THE TALENTAXIS WEBSITE ADMINISTRATION BOARD**

### **1. Rights of the Website Administration Board**

- We have the right to collect service fees after customers agree to use the Services.
- We have the right to refuse, suspend, or terminate a member's right to use the Services if the member violates the Operating Regulations, violates legal regulations, awaits the final conclusion/agreement of the relevant parties, or takes any other actions that may be harmful to talentaxis.ai and other users.
- We have the right to require participating members to provide complete and accurate information and to take legal responsibility for the information they provide.
- We have the right to change the service fee schedule and payment methods on talentaxis.ai during the provision of services to members, depending on the needs, conditions, and capabilities of talentaxis.ai, and will notify members in advance of such changes.
- We have the right to change, amend, add, or remove any content in the Regulations after notifying users.

### **2. Responsibilities of the Website Administration Board**

TalentAxis shall perform the Professional Services in a professional manner and in accordance with industry standards, using reasonable care and skill in line with commercial practices. However, TalentAxis shall have full discretion in determining the methods and manner of performing the Professional Services.

## **VI. SERVICE SUSPENSION**

Notwithstanding any other provision of the Agreement, TalentAxis may temporarily suspend the Customer's or User's access to part or all of the Services if TalentAxis has reasonable grounds to believe that:

- There is a threat or attack against any part of the Services.
- The Customer's or User's use of the Services creates a security risk or disrupts the Services for TalentAxis or other customers.
- The Customer or User is using the Services for unauthorized, fraudulent, or illegal activities.
- TalentAxis will notify the Customer of the Service Suspension and provide updates on the restoration of access after the cause of the Suspension has been resolved.

TalentAxis will use commercially reasonable efforts to restore access to the Services as soon as possible.

TalentAxis shall not be liable for any damages, losses, loss of data, or loss of profits that the Customer or User may suffer due to the Service Suspension.

## **VII. DISPUTE AND COMPLAINT RESOLUTION PROCESS**

Step 1: All requests and complaints shall be forwarded to the Administration Board for receipt and handling.

The complaint must clearly state: information of the complainant, the subject of the complaint, the matter complained of, and supporting evidence (if any).

Step 2: The Administration Board and technical team verify and examine the data and complaint content.

Step 3: If the complaint is valid, the company shall take measures to prevent and remedy the issue (delete data, lock relevant accounts, stop the violating conduct) and respond to the complainant.

Step 4: Notify the user of the resolution result by email, phone, or written notice.

If the complainant agrees with the content and resolution plan, the complaint resolution process shall end.

If the complainant does not agree with the resolution plan and requests reconsideration, the request for reconsideration shall be accepted. The process shall repeat Steps 2, 3, and 4. At Step 4, if the consumer still does not agree with the resolution plan proposed by the Administration Board, the complainant has the right to lodge a complaint or initiate a lawsuit with the competent state authority in accordance with the law.

Step 5: If necessary, the company will coordinate with the competent state management authority to handle the matter thoroughly.

## **VIII. APPLICABLE TERMS**

The TalentAxis Regulations officially take effect from the date of signing the Decision promulgating these Regulations. The Applicable Terms may be updated and amended without prior notice. Changes will be published on the website, and you must agree to the changes in order to continue using the Services. If any provision is declared invalid, the remaining provisions shall remain valid and enforceable.

## **IX. COMMITMENT TERMS**

TalentAxis and participating Members agree to commit to properly implementing the terms of these Regulations.

Official contact address of the Website: [talentaxis.ai](http://talentaxis.ai)

Email: [support@talentaxis.ai](mailto:support@talentaxis.ai)

Hotline: 0766783968