Trovello Privacy Policy

This policy explains what personal information Trovello Pty Ltd ("Trovello", "we") collects, why we collect it, how we use and disclose it, and the choices you have. It is set out against the Australian Privacy Principles (APPs). The references beside each heading show which principles that section addresses. Trovello has chosen to be covered by the Privacy Act 1988 (Cth), by opting in under section 6EA on 17 October 2026, before the Pilot opened to Candidates. The Australian Privacy Principles therefore apply to all personal information Trovello handles.

Candidates also see a short collection notice when they sign up. This policy is the full version, so it is long. The summary below points to the parts most people need. Section 14 explains the main terms, such as Shortlist and Release. Other capitalised terms, such as Owner, Member and Hiring manager, are explained where they are first used.

In short

- **What an employer sees.** Before your details are released, an employer sees your match results without your name, contact details, past employers, written answers, resume, salary figure or visa date. In a small pool an employer could still work out who you are, and our terms forbid them from trying (section 5).
- **Two business days to decline.** When an employer asks for your details, we email you. The email names the employer and lists what would be shared. You have two NSW business days to decline, ending 5pm Sydney time. If you do not decline in that time, and nothing else stops the request, your name, contact details, questionnaire answers (with some withheld), the resume on file when your details are shared (if you uploaded one), and a pay band are released to that employer (section 5).
- **Software, AI and overseas handling.** Software decides eligibility, ranking and who is on a shortlist, and releases details when the window ends. A founder may review a release before it happens. For Early Career candidates, two optional written answers are analysed by an AI model (Claude, made by Anthropic) through Anthropic's API. Those answers may be processed outside Australia, including the United States. Our database is in Sydney, but some providers, including Anthropic, handle information outside Australia (sections 3 and 6).
- **Access, review and deletion.** You can ask for what we hold, including your scores, ask for a correction or a review by a person, and delete your profile from settings. Some records stay after deletion, for set periods (sections 8 and 9).

1. Who we are (APP 1)

Trovello Pty Ltd (ACN 700 166 721) runs Trovello, a hiring marketplace based in New South Wales, Australia. A Candidate completes a structured profile. An Employer describes a role in a Role brief. Trovello's Scoring engine checks each Candidate against the Role brief and builds a Shortlist that does not show names or contact details. A Candidate's identity reaches an Employer only through the progression step in section 5, and only after the Candidate has had an opportunity to decline.

The Platform runs at app.trovello.com.au. Contact us at hello@trovello.com.au.

The Pilot is open across Australia, at two career levels (Early Career and Established Professional) and in four functions (People and culture, Finance and risk, Operations, and Supply chain and logistics). Trovello is free for Candidates during the Pilot. No Candidate is charged. Trovello is for people aged 18 or over.

Some features are not part of the Pilot. Section 13 lists them. They are not offered now, and this policy does not describe them as available.

2. What we collect (APPs 3 and 5)

We collect personal information directly from you, through the Platform and by email. We also collect some information about Employer users from their colleagues, for example when a colleague invites someone onto a role. We collect only what we need to run the matching service, keep the Platform secure and meet our obligations.

Candidates, at signup

- your first name, last name, email address and phone number
- a password, which our sign-in provider (Supabase) holds in hashed form; Trovello's database does not hold it
- the three answers you give before signup: career level, location and functional area
- a record that you agreed to the Terms of Use and acknowledged this policy and the collection notice, with the document versions, the time and the screen you used. The Platform checks this on every sign-up route. By accepting the Terms of Use you also confirm you are 18 or over (Terms of Use clause 2.3). We do not record a separate confirmation of your age.

Candidates, in settings

- an optional location in your own words. This location is not part of the details released to an Employer.

Candidates, in the profile questionnaire

The questionnaire is a set of structured questions. The exact set depends on your career level. It includes:

- your right to work in Australia. We use it to check eligibility for a role. It is never scored.
- your visa expiry date, if one applies. Before Release, an Employer sees only a flag when an expiry falls within 12 months. The date itself is not released to an Employer.
- your salary expectation, a single figure in Australian dollars. Employers never see the figure. They see a Remuneration band (section 5).
- your job-search status, and any short-term or long-term incentive expectations you give.
- written answers. Early Career Candidates can answer two optional written questions, of up to 500 characters each, that are scored with AI assistance (section 3). The questionnaire also has other written fields, such as an accreditation name, a list of tools you use and an optional "anything else" answer. These are not scored.
- your Blocklist: the organisation names you type, kept exactly as you typed them.

Please do not include sensitive information (for example about your health, religion, sexuality or political views), or other people's names or details, in any written answer or in your resume. A written answer with no name attached can still identify you, and most written answers are released to an Employer (section 5). Section 8 explains what we do if sensitive or third-party information is entered.

Records the Platform creates about Candidates

- the result of each eligibility check, your scores, band and rank for each Role brief, and, for the two scored written answers, the named qualities found (each a Marker), the band and the model version used
- your Shortlist entries, each Progression request, each decline and each Release
- if you change your answers after you submit your profile, a history of which questions you changed, in which section, and when. It holds no answer text. Trovello's founders can read it. Employers never see it. It is deleted with your account (section 9).
- a record of each note we send an Employer that already holds your Released details after you change your answers: when, which questions changed, and whether it was sent automatically or because you asked. It holds no answer text (sections 8 and 9).
- in-platform notifications, and a log of the emails we send you (section 9 covers how long it lasts)
- placeholder payment records. No money is taken from Candidates, and no card details are collected from them.

Employer users

- your name, work email address, organisation name and password (held by our sign-in provider in hashed form)
- optionally, your job title and any other names your organisation trades under
- your role on the Platform: an Owner (who can see all the organisation's roles), a Member (who sees only the roles they created or are assigned to) or a Hiring manager (a person, who may be outside the organisation, invited onto one role); the Role briefs you can see; and the actions you take, such as asking for a Candidate's details
- a record that you agreed to the Terms of Use and acknowledged this policy and the collection notice. If you create or join an Organisation, the record also shows that you confirmed you are authorised to accept for your organisation. A Hiring manager accepts for themselves only, so their record shows that they accepted through a role invitation, with no confirmation of authority. The Platform checks this on every sign-up route. By accepting the Terms of Use you also confirm you are 18 or over (Terms of Use clause 2.3). We do not record a separate confirmation of your age.
- whether your email address has been admitted to create an Organisation, and when that admission expires.
- if you pay a role fee: your name, email address and organisation, your billing details, and a record of each payment, receipt and refund, and of a tax invoice where GST applies. You enter card details with Stripe, our payment provider (section 6). Stripe holds them. Trovello never holds card details.

We do not ask Employer users for a phone number or for organisation details such as industry or size. An Employer user may be added by a founder or colleague, or join through the organisation's email domain. Creating a new Organisation requires prior admission by Trovello for the person's confirmed email address and an enabled registration route. A colleague who invites you gives us your email address. A Hiring manager invited onto a role receives the collection notice in the invitation, and must agree to the Terms of Use and acknowledge this policy and the collection notice before seeing any Candidate information.

Role briefs include the role's requirements, a salary range and written answers about the role. A Role brief can contain personal information about the people who wrote it.

Waitlist

The Waitlist has two lists. The candidate waitlist is for Candidates outside the open part of the Pilot who want to be told when it opens to them. It collects your email address, career level, location and functional area, and whether you ticked the box asking for Trovello update emails. It records when we tell you that your part of the Pilot has opened and whether you have unsubscribed. We also use it to decide which areas of the Pilot open next.

The employer waitlist is for employers and recruiters who want to be told when employer accounts open. It collects your name, work email address and organisation, the functions you hire for and the locations you hire in. All five are needed. We use your name and work email address to tell you when employer accounts open. We use your organisation, the functions you hire for and the locations you hire in to understand demand and plan which functions and locations to open first. Without them we cannot add you to the list. It also records whether you ticked the box asking for Trovello update emails, when we tell you that employer accounts have opened and whether you have unsubscribed. We also use it to plan which parts of the Platform to open to employers. We share it only with the providers listed in section 6, some of which handle information outside Australia, or where the law requires or permits it, or to a buyer if the business is sold, subject to the safeguards in section 4. To see, correct or delete your entry, email hello@trovello.com.au.

Technical information

When you use the Platform, our providers record technical information such as your IP address, the pages requested and your browser type, and our sign-in provider records sign-in events with your email address. We also keep short-lived records derived from IP addresses to limit repeated requests. We use cookies to keep you signed in. We do not use analytics, advertising or tracking cookies.

Resumes

During the Pilot you can upload a resume. It is optional. It must be a PDF or Word (.docx) file, within a size limit. We collect it only so it can go to an Employer as part of your Released details. It gives an Employer context about you and never affects your matching or your scores. When you upload it, we tell you that your resume goes to an Employer with your other Released details unless you decline. The Employer receives the resume on file when your details are shared. No Employer sees it before then. We hold your resume for as long as your details are on file and live. You can delete or replace your resume at any time. Deleting or replacing it changes your own copy only. An Employer who already has your Released details keeps the copy they were sent, and handles it under their

own privacy obligations and our Terms of Use (section 5). That copy stays in the Employer's Trovello account, even if you later delete or replace your resume or delete your account, until the Employer's access ends 12 months after the role closes. We then remove it. The Employer may already have downloaded it, and Trovello cannot undo that. Once a resume has been sent to an Employer, we cannot recall that copy. Your own copy of your resume is deleted with your account.

If you do not give us information

You can decline to answer optional questions. You must complete the required profile questions before you can submit your profile for matching. You cannot use Trovello under a false name, because the service depends on putting you in contact with an Employer.

3. How software and AI are used (APPs 1 and 8)

This section explains which decisions are made by software, what information it uses, and where AI is involved.

Decisions software makes

The Scoring engine makes these decisions. No one at Trovello reviews a Shortlist before the Employer sees it.

- **Eligibility.** Whether you pass every eligibility check a Role brief sets, such as location, function, career level and work rights.
- **Scores, band and rank.** How well your profile matches the Role brief, which band that falls in, and where you rank against other Candidates.
- **Shortlist inclusion.** Whether you are on the Shortlist. A minimum match score and your rank decide this. A Shortlist holds up to five Candidates who pass every eligibility check and reach the minimum match score Trovello sets, with more only where Candidates tie exactly. The minimum can mean a short or empty Shortlist. If a Candidate on an unlocked Shortlist becomes unavailable, you may be added to that Shortlist later, as the next eligible Candidate. The Employer then asks for your details in the usual way, and you have your own two NSW business days to decline (section 5).
- **Blocked organisations.** Whether an organisation on your Blocklist is stopped from seeing you.
- **Paused profiles.** Whether a request for your details is refused or stopped because your profile is paused.
- **Releasing your details.** Whether your details are released to an Employer. If you did not decline within the Decline window, and nothing else stopped the request (section 5), the Platform releases your details when it ends. A founder may review a Release before it happens.

Shortlists are produced when Trovello runs the matching, not in real time.

Short notices about how software is used appear when you sign up, when you start your profile and beside the two AI-scored questions.

The "How you work" summary on your dashboard restates your answers. It is not a decision and the software does not use it.

What the Employer decides

The Employer decides whom to ask about, interview and hire. But an Employer sees only the Candidates the software has placed on a Shortlist. If the software wrongly finds you ineligible, or ranks you below the cut-off, no Employer will see you for that role. A person making the hiring decision does not remove that risk. That is why section 8 gives you access to your recorded scores and Markers, correction, and review by a person.

Information the software uses

The software uses your profile questionnaire answers (including career level, location, function, work rights and the visa expiry flag), your salary expectation compared with the Role brief's range, your job-search preferences, for Early Career Candidates the Markers found in two written answers, your Blocklist, whether your profile is paused, and whether you declined. It compares these with the Employer's Role brief.

The software does not use your name or contact details. The questionnaire does not ask for the names of your past employers. The organisation names on your Blocklist are used only to keep those organisations from seeing you. The questionnaire also does not ask your age, gender, race or ethnicity, religion or any disability, and the software does not try to infer them. Some answers can still relate to these attributes. For example, years of experience can reflect age, and work rights can reflect national origin.

Where AI is used

AI is used in one place. Early Career Candidates can answer two optional written questions, of up to 500 characters each. Each answer is analysed by an AI model to find Markers from a fixed list. The band is then worked out in our own code from the Markers found. AI does not decide eligibility, rank Candidates or decide who is on a Shortlist. Established Professional Candidates have no AI-scored answers.

Both questions are optional. If you leave them blank, nothing is sent for AI analysis, and your profile joins matching when you submit it. A blank answer scores zero for that question, so it can lower your overall match score. The notice beside the two questions says so. If you do answer, your profile is not matched until the answers have been analysed.

Your written answers to the scored questions are each analysed by an AI model (Claude, made by Anthropic) through Anthropic's API. Your written answers may be processed outside Australia, including the United States. We send the answer, the question text and a fixed list of Marker names. We do not send your name, email address, phone number or account identifier, but the answer itself may identify you. Anthropic does not use our inputs or outputs to train its models, and generally deletes them within 30 days, unless it must keep them longer by law or to enforce its usage policy. Content flagged under Anthropic's usage policy may be kept for up to 2 years. Trovello does not use candidate information to train AI models. Each request also carries a fixed instruction. We record the Markers found, the band and the model version, so a result can be checked and explained.

The words "scored with AI assistance" appear beside the two scored questions. Section 6 lists Anthropic among the providers that handle information outside Australia.

4. How we use your information (APPs 2, 6 and 7)

We use personal information for these purposes:

- **Matching.** To check each Candidate against each Role brief, score and rank the match, and build each Shortlist (section 3).
- **Shortlist without names.** To show an Employer a Shortlist card for each Candidate, without the Candidate's name or contact details (section 5).
- **How you work summary.** To show you, on your dashboard, a short summary of how you work, written from your own questionnaire answers using fixed wording. Only you see it. It is not used in matching, it is not kept as a separate record, and it is never shared with an Employer.
- **Eligibility.** Work rights answers decide eligibility for a role. They are never scored.
- **Progression.** To pass a Candidate's details to an Employer through the progression step, after notice and an opportunity to decline (section 5).
- **Running accounts.** To manage sign-in, organisation membership and role access, and to send the emails listed below.
- **Trovello updates.** If you ticked the box asking for them, to email you news about the Platform and the Pilot, new features, and insights on hiring and careers, using your name and email address. These emails are about Trovello only, never advertising for other businesses. You can stop them at any time (see "Matching is separate from update emails" below).
- **Access, correction, review and complaints.** To answer requests under section 8 and complaints under section 11.
- **Sale or restructure of the business.** If Trovello or its business is sold, merged or restructured, a prospective buyer and its advisers first receive de-identified information for due diligence. Identifiable information is disclosed only where the law allows it, and only to a small number of people under strict confidentiality. If personal information is to be transferred to a different entity, we will tell you first, and we will ask for your consent where it would be used for a different purpose.
- **Payments.** To take an Employer's payment of the role fee, issue a receipt for each payment and a tax invoice where GST applies, give refunds, and keep the payment records tax law requires. No Candidate information is used for payments.
- **Security and records.** To protect the Platform, investigate misuse and incidents, and keep the records described in section 9.
- **Waitlist.** To tell people on the candidate waitlist when their part of the Pilot opens, and to decide which areas of the Pilot open next. To tell people on the employer waitlist when employer accounts open, and to plan which parts of the Platform to open to employers. Joining the Waitlist does not agree to any other marketing. We send Trovello update emails to a Waitlist member only if they ticked the box asking for them, on the Waitlist form or at sign-up. Neither box is ticked to begin with. We record whether they ticked it. Every update email to a Waitlist member carries a one-click unsubscribe link that works without an account.

We do not sell personal information. Employers pay Trovello for the matching service. A profile is never a promise of a match, a Shortlist, an interview or a job. Your details reach an Employer only through the progression step in section 5. We use personal information for another purpose only where the APPs allow it, for example where you would reasonably expect it and it is related to the purpose we collected it for, where you agree, or where the law requires or authorises it.

Matching is separate from update emails

We may send Candidates and Employer users Trovello update emails: news about the Platform and the Pilot, new features, and insights on hiring and careers. They are about Trovello only. We do not send advertising for other businesses, and we do not give your details to anyone else to market to you. We send them only if you ask for them. When you sign up, a separate box, which is not ticked to begin with, reads: "Yes, send me trovello updates by email: news, new features and insights. You can stop them at any time." We send update emails only if you tick it, and we record whether you did. Accepting the Terms of Use does not sign you up for them. People on the Waitlist receive them only if they ticked the same box, or the box on the candidate or employer Waitlist form, which is also not ticked to begin with and reads: "Yes, send me trovello updates by email." We record whether a Waitlist member ticked it. Every email we send to a Waitlist member names Trovello Pty Ltd as the sender, with our contact details, and carries a one-click unsubscribe link that works without an account. This covers the email telling them their part of the Pilot is open (or, for the employer waitlist, that employer accounts are open) and any update email. Every update email names Trovello Pty Ltd as the sender, with our contact details, and says how to stop them. You can stop them at any time: use the unsubscribe link in any update email, which works without signing in, or turn off "Email updates" in your settings. Both take effect straight away. You can also email hello@trovello.com.au, and we stop within five working days. A Waitlist member has no account, so they use the unsubscribe link or email us. We keep a record of your choice. Stopping update emails does not affect your account or your matching, and we still send the service emails in the table below: account and sign-in emails, emails about matches, requests and releases, and legal notices, such as notice of a change to this policy. An email that invites an Employer to pay, such as one saying a Shortlist is ready to unlock, carries a simple unsubscribe link. It works without signing in and does not stop matching. Pause is a matching control, not an unsubscribe: it controls whether you are matched to new roles, and it does not stop update emails.

The emails we send

Every email sent from our own templates shows Trovello Pty Ltd, Sydney, NSW, Australia and hello@trovello.com.au. The table shows each kind of email and whether pausing stops it. Pausing does not stop email about a request already made (pausing also stops that request), a release made before you paused, a closed role, or your account.

Email	Who receives it	When	Does pausing stop it?
Progression request	Candidate	An Employer confirms a request for your details. It names the Employer, lists what would be shared (including the resume on file when your details are shared, if you uploaded one),	No. But a paused Candidate cannot be newly asked for, so none is sent for a request made after you pause. Pausing after a request stops that request, and nothing is released (section 5).

Email	Who receives it	When	Does pausing stop it?
		gives the deadline and has a decline link.	
Details released	Candidate	Your details have been released to an Employer.	No.
Role concluded	Candidate	A role you were progressed on has closed.	No.
Deletion link	Candidate	You ask to delete your profile.	No.
Inactive account warning	Candidate	No sign-in for 24 months (section 9).	No.
Sign-in and security	Candidates and Employer users	Signup confirmation, password reset and email change.	No.
Trovello updates	Candidates and Employer users, and Waitlist members who ticked the box	From time to time, only to people who ticked the box asking for them, with news about the Platform and the Pilot, new features, and insights on hiring and careers. Each one carries an unsubscribe link that works without signing in. You can also turn off "Email updates" in your settings, or email hello@trovello.com.au. Stopping ends these emails only.	No. Pausing does not stop them. Use the unsubscribe link, or turn off Email updates in your settings.
Waitlist opening	Waitlist member	Your part of the Pilot opens or, for the employer waitlist, employer accounts open. Each names Trovello Pty Ltd as the sender, with our contact details, and carries an unsubscribe link that works without an account.	Not applicable.
Waitlist confirmation	Waitlist member	Straight after you join the Waitlist. It confirms the details you gave and, if you ticked the box, that you asked for Trovello updates. Each names Trovello Pty Ltd as the sender, with our contact details, and carries an unsubscribe link that works without an account.	Not applicable.
Employer notices	Employer users	A Shortlist is ready, Candidates have been released or are unavailable, or a Candidate has	Not applicable.

Email	Who receives it	When	Does pausing stop it?
		been added to a Shortlist (sent to the creator of the role, with a count or a Reference code and never Candidate details); an invitation onto a role as a Hiring manager (sent to the person invited); a colleague has joined, or a Member asks to become an Owner (sent to the organisation's main contact); a Candidate whose Released details they hold has changed their answers (sent to the creator of the role while it is open, section 8). An email that invites payment carries its own unsubscribe link.	

A founder may also email you by hand from hello@trovello.com.au, for example to answer a request, to give notice of a change to this policy (section 12), or about a problem with your account or a Release.

5. What an Employer sees, and what transfers at progression (APP 6)

Before progression

Before your details are released, an Employer sees a Shortlist card for you. It shows a Reference code (a label, C- followed by four characters, used instead of your name), your rank, match band, conditions (such as a flag that a visa expires within 12 months, or that your salary expectation is above the role's range), scores for each part of the match, and strengths and risks. It does not show your name, contact details, the names of your past employers, your written answers, your resume, your salary figure or your visa expiry date.

Withholding these identifiers does not make you anonymous in every case. In a small pool, or where you give an unusual combination of answers, an Employer could still work out who you are. The Platform does not hide rare answers or require a minimum number of Candidates. Our Terms of Use forbid Employers from trying to identify a Candidate before Release, and from using a Shortlist card for anything other than the role.

When you are placed on a Shortlist, your dashboard shows a "You have a match" card with the function only. The Employer is named only in the progression email.

How a request starts

An Employer user with access to the role (an Owner, a Member assigned to the role, or a Hiring manager granted the role) presses "Ask for contact details" on the card, then "Confirm progression request". We then email you. The email names the Employer's registered name and the function, lists what would be shared, including the Remuneration band and the resume on file when your details are shared, if you uploaded one, gives the deadline, and has a decline link.

If your address is on our do-not-send list, or the Progression request email is never recorded as sent, nothing is released. The Employer sees the same words as for any other request that does not release (see below).

The deadline

You have two NSW business days to decline, ending 5pm Sydney time. The Decline window is counted from when the Employer confirms the request. If the request is made on a NSW business day before 5pm Sydney time, that day counts; otherwise the next business day counts. The window closes at 5pm Sydney time on the second business day after that day. For example: A request at 10am on a Monday closes at 5pm on Wednesday; a request at 6pm on a Friday closes at 5pm on the following Wednesday.

How to decline

You can decline from the link in the email without signing in, or from your dashboard. Anyone who holds the link can use it, so keep the email private. A decline is final for that request and applies to that role only. You can decline only while the request is pending and inside its window.

What happens if you do not decline

If you did not decline within the decline window, and nothing below stopped the request, your details are released when the release job runs at or shortly after the deadline (or, where a founder review is still needed, once a founder approves it, within one NSW business day of the deadline), and only if every check still passes and, where a founder reviews the Release, the founder approves it. The Platform copies the Released details into a record the Employer can read, and we email you to say they have been released. The Employer may then contact you directly.

If the progression email was never recorded as sent, or it bounced, or your address was added to our do-not-send list before the deadline, the Release does not happen. Please keep your email address up to date.

Not declining is not treated as your agreement to anything. Its only effect is that the Release can go ahead at or shortly after the deadline (or, where a founder review is still needed, once a founder approves it, within one NSW business day of the deadline), if every check still passes and, where a founder reviews it, the founder approves it.

What transfers

The Released details are:

- your full name
- your email address
- your phone number
- your answers to the Trovello profile questionnaire, except your salary figure, your job-search status, your visa expiry date and your incentive expectations
- a Remuneration band: one of aligned, slightly above, well above or not compared. The salary figure itself is never copied.
- the resume on file when your details are shared, if you uploaded one.

Your answers include your work rights and all your written answers, including the two scored Early Career answers.

These are not released: your salary figure, job-search status, visa expiry date, short-term and long-term incentive expectations, Blocklist, written-answer scores and Markers. Your career level is not sent as a field, although an Employer may be able to infer it from the questions you answered.

When a request stops or does not proceed

- **What the Employer sees.** From the moment of the request until the deadline, every request reads "Outcome available after" and the deadline. If a request is waiting for a founder review after the deadline, it keeps that wording until the founder decides. After the deadline, a request that did not release reads "Unavailable". The words are the same whatever the reason: a decline, a block, a pause, an email that was not sent or bounced, an address on our do-not-send list, a founder stopping the Release, a change to your answers that means you no longer pass an eligibility check, or you deleting your profile.
- **Decline, block or pause.** If you decline, if the Employer matches a name on your Blocklist, including one you add during the window, or if your profile was paused when the Employer asked or at any point after that, nothing is released.
- **Pausing during a window.** Pause refuses new requests. It also stops a request already made, and nothing is released on it.
- **Changing your answers during a window.** You can change your answers while a request is under way. If the Release goes ahead, the Employer receives your latest answers. Just before Release, we check you again against the role's eligibility checks, using your current answers. If you no longer pass every check, nothing is released.
- **Email not delivered.** If the progression email was never recorded as sent, bounced, or your address was added to our do-not-send list before the deadline, nothing is released.
- **Founder review.** If a founder reviewing a Release stops it, nothing is released. If a founder review is still needed at the deadline, the request waits for it instead of becoming unavailable. The founders complete the review within one NSW business day of the deadline.
- **Deleting your profile during a window.** Deletion stops the Release. Nothing is released.
- **Role closure.** Nothing is released after a role closes. If your request was still pending, we email you to say nothing was passed on.

Who at the Employer can see Released details

Released details can be read by the Owners of the Organisation, by Members assigned to that role while they remain Members, and by Hiring managers granted that role. A Hiring manager may sit outside the Organisation, for example a recruiter the Employer engages for the role. We call that person an outside hiring manager. Other Members cannot read them, and you cannot read the Employer's copy. Removing a Member's role assignment or a Hiring manager's grant ends their access to that role at once. Trovello removes a Member from an Organisation when the Employer asks.

An Employer may also pass Released details to its own service providers. They are a separate class of recipient: they may receive Released details only to act for the Employer on that role, and must keep them confidential.

The Platform has no export or bulk download of Released details. Released details are shown on screen and can be copied. After a Release, a released resume reaches the Employer through a short-lived link to that one file. Our Terms of Use require Employers to:

- use Released details only to consider you for that role
- share them only with people in the Employer's Organisation, and service providers acting for the Employer, who need them to handle recruitment for that role and are bound to keep them confidential
- delete any copy they hold outside Trovello, including any copy of your resume, when it is no longer needed for that role, and in any case within 12 months after the role closes unless they hired you.

The Terms of Use also set a deadline for reporting a problem. The Employer must tell Trovello immediately, and in any case within 24 hours (including weekends), after becoming aware of any loss, misuse or unauthorised access to Released details, and then keep Trovello updated.

We are not responsible for what an Employer does with Released details outside the Platform, except where we breached our own obligations.

How long an Employer can see Released details

An Employer can see Released details on the Platform until 12 months after the role closes. After that, Trovello keeps the released details as a restricted record, seen only by the founders, until 3 years after the Release or until the employer's access ends, whichever is later, then deletes it. For a resume, that record keeps only that a resume was released, not the file. We keep that record so we can answer a question, complaint or claim about what was disclosed. If you delete your profile after a Release, the Employer's copy stays for the same period and is marked as no longer on Trovello (section 9). That includes the copy of your resume the Employer was sent, which stays in their Trovello account until their access ends, and is then removed. The Employer may already have downloaded it, and Trovello cannot undo that. Your own copy of your resume is deleted with your profile.

6. Providers who process information for us (APPs 6 and 8)

These providers host or process information for Trovello. Each provides its service to us under its terms with us. Alongside those terms, each provider's published data processing terms apply: the Supabase Data Processing Addendum, the Vercel Data Processing Addendum, the AWS Data Processing Addendum, the Google Cloud Data Processing Addendum (which covers Google Workspace), the Stripe Data Processing Agreement and the Cloudflare Data Processing Addendum. Our database is in Sydney, but not all handling stays in Australia: some providers process information, or may give support staff or subprocessors access to it, outside Australia.

Provider	What it does for us	What it receives	Where it is processed	Access from outside Australia
Supabase	Database and sign-in.	All Candidate, Employer and Platform records, hashed passwords, sign-in sessions, and sign-in logs with email and IP addresses. Uploaded resume files.	Sydney, Australia (ap-southeast-2).	Possible: its support staff and subprocessors may have access under its terms.
Vercel	Hosts the web application.	Everything passing through requests to the Platform, and request logs with IP address, page and browser. Our application logs remove email addresses and names.	Functions in Sydney (syd1); middleware and static files served from the Vercel location nearest the visitor.	Yes, for visitors outside Australia. Its support staff and subprocessors may also have access under its terms.
Amazon Web Services (Amazon SES)	Sends Platform and sign-in email and returns bounces and complaints.	Recipient addresses, subject lines and email bodies (which can name an Employer and a function), and bounce and complaint details.	Sydney, Australia (ap-southeast-2) for sending; delivered to each recipient's own mail provider wherever that is.	Yes, for onward delivery. AWS support staff may have access under its terms.
Anthropic (AI analysis)	Runs the AI model (Claude) that finds Markers in the two scored Early Career written answers, through Anthropic's API.	The answer text, the question and the Marker names. No name, email address, phone number or account identifier, although the answer itself may identify the writer.	Outside Australia, including the United States.	Yes. The answers may be processed outside Australia, including the United States.
Google Workspace	Founder mailboxes and hello@trovello.com.au.	Anything people email us, including access, correction, deletion and complaint requests, and replies to Platform email.	Google's infrastructure, outside Australia unless a data region is set.	Yes.

Provider	What it does for us	What it receives	Where it is processed	Access from outside Australia
Stripe	Processes an Employer's card payment of the role fee.	The paying Employer user's name, email address and organisation, billing details, and card details. Card details are held by Stripe, never by Trovello. No Candidate information goes to Stripe.	The United States, India and other countries where Stripe, its affiliates and its service providers operate.	Possible: Stripe may process information outside Australia.
Cloudflare (Turnstile)	Checks that a person, not an automated bot, is signing in, signing up as a Candidate, joining the Waitlist, resetting or changing a password, or accepting an invitation.	Technical information from the person's browser, such as the IP address and browser and device details. Cloudflare's script runs in the browser. No questionnaire answers go to Cloudflare.	Cloudflare's global network, including the United States and other countries where Cloudflare and its subprocessors operate.	Possible: Cloudflare may process information outside Australia.

Based on each provider's published terms: Google Workspace may process information in any country where Google or its subprocessors maintain facilities, including the United States. Stripe may process information in the United States, India and other countries where Stripe, its affiliates and its service providers operate. Cloudflare processes information on its global network, including in the United States and other countries where Cloudflare and its subprocessors operate. Supabase keeps our database in Sydney, but its support staff and subprocessors, including in the United States and Singapore, may access it under its terms. Vercel's primary processing facilities are in the United States, and Vercel and its subprocessors may process information in other countries where they operate. AWS keeps our email sending in Sydney and moves information out of that region only as needed to provide the service or to comply with the law.

Uploaded resume files are held in private Supabase Storage on our production project in Sydney (ap-southeast-2).

Anthropic does not use our inputs or outputs to train its models, and generally deletes them within 30 days, unless it must keep them longer by law or to enforce its usage policy. Content flagged under Anthropic's usage policy may be kept for up to 2 years. Deleting your Trovello profile does not delete a copy a provider already holds.

Our credential vault, code host, domain name service and domain registrar hold no Candidate information.

During the pilot, every employer user, including an outside hiring manager, must be based in Australia and access the Platform from Australia.

We do not use analytics or error-monitoring services, and we do not load third-party fonts.

Before we disclose personal information to a provider outside Australia, we take reasonable steps to make sure the provider handles it consistently with the APPs, mainly through the provider's terms with us.

7. Your controls as a Candidate

- **Pausing.** One click in settings. You are left out of every new Shortlist at once, and any new request for your details is refused. Unpausing makes you active again. Pausing also stops any request already in its Decline window, and nothing is released on it. Pausing does not stop the emails listed in section 4.
- **Changing career level in draft.** If you change career level while your profile is in draft, answers to questions that no longer apply are removed. Selections that are not valid at the new level are also removed, while valid selections are kept.
- **Blocking organisations.** Name any organisation. We match the names you type against each Organisation's registered name and any other names it declares. A matched Organisation is stopped from seeing you and is not told it was blocked. The Blocklist is checked when a Shortlist is built, when an Employer asks for your details, and again just before Release. The match works on names, so a typo, a related company or an Organisation registered under a name you did not type may not be caught. Trovello also reviews Blocklist names by hand when each Employer is onboarded. We also check changes to an Organisation's registered and other declared names for their effect on existing blocks.
- **Decline.** Decline a request from the email link or your dashboard (section 5). A decline applies to that role only.
- **Access, correction and review.** Section 8.
- **Delete.** Delete your profile from settings (section 9).

8. Access, correction and review (APPs 12 and 13)

Access

You can ask for the personal information we hold about you at any time by emailing hello@trovello.com.au. This includes your answers, the result of each eligibility check, your recorded scores, bands and ranks, and, for the two scored written answers, the Markers found. We give answers in plain English, including for questions we have since retired. If the Platform does not let you view an answer on screen, ask us by email. A founder handles each request.

Correction

After you submit your profile, you can view and change your answers on screen. Your career level cannot be changed after submission. If anything we hold is wrong, out of date or misleading, you can also email the same address. We will correct it, or tell you why we will not. If we refuse, we will tell

you the reason and how to complain, and you can ask us to note that you believe the information is wrong.

Review of a software result

If you think the Scoring engine found you ineligible for a role wrongly, or you disagree with a Marker or an inference drawn from your answers, you can ask for a person to review it. The review is done by a Trovello founder, who also handles corrections and requests for adjustments. The reviewer looks at your answers, the Role brief and the recorded result, and tells you the outcome and the reason. If the reviewer finds the result was wrong, we correct our records, and the reassessment step below applies.

Reassessment after a correction

After a correction, Trovello considers whether any eligibility result or marker should be reassessed and tells the person the outcome. If we decide to reassess, and the role is still open, we re-score your profile and match it again. A correction cannot undo a Release that has already happened, and we do not rewrite our record of what was released. If the corrected information was part of Released details and you ask, we will tell that Employer about the correction. If you change your answers on screen after your details were released, and the change means you no longer pass an eligibility check for that Employer's role, we tell that Employer, whatever you choose: "This candidate has updated their profile and may no longer meet one of your requirements." The note names no requirement and no answer, and we show you its words before you save. For any other change, you can choose on screen whether we tell that Employer which questions you changed. We never send your old or new answers. We send these notes only while the role is open, and only to the Employer user who created the role, if that person still has an account. A note you ask for names only questions whose answers that Employer received. We add a note of each one to our record of what was released.

Reasonable adjustments

If a disability, health condition or other circumstance makes the questionnaire hard to complete, or may affect how your answers are assessed, tell us at hello@trovello.com.au. We will discuss what would help and consider a reasonable adjustment, including review of your answers by a person. You do not need to give us health details beyond what is needed to arrange the adjustment.

Sensitive or third-party information in written answers or a resume

If you, or someone else, tells us that a written answer or your resume contains sensitive information or another person's details, we will contact you and, with your agreement, remove or correct it. If that happens before a Release, the change applies to what is released. If the answer or resume has already been released and you ask, we will tell that Employer about the correction. You can also delete or replace your resume yourself at any time. That changes your own copy only. An Employer who already has your Released details keeps the copy they were sent until their access ends (section 5).

How long we take

These response times apply to: Access, correction, deletion by email, complaints, and requests for human review of an eligibility result, an inference or a marker, and requests for reasonable adjustments.

For each one: Acknowledged within 5 business days. Answered within 30 calendar days, with reasons given if it will take longer. A Business day is a NSW business day. We do not charge for access or correction.

9. Deletion and retention (APP 11)

We keep personal information only while we need it for the purposes in section 4, or to meet a legal obligation, and then we delete it, subject to the exceptions below.

Deleting your profile

In settings, choose "Email me the link". We email a signed link to the address on your sign-in account. Nothing is deleted until you open the link and press "Delete my profile". The link works once, expires after 24 hours, and a newer request cancels older links. Deletion is completed when you press the button, and the screen confirms it. We do not send a separate completion email.

Trovello updates after deletion. Before you press "Delete my profile", the page asks whether you would like to keep receiving Trovello updates by email. The box is not ticked to begin with. If you tick it, we keep only your email address, that choice and when you made it, and we keep sending updates until you unsubscribe. Every update still carries an unsubscribe link. If you leave it unticked, we keep nothing for updates.

If you cannot use the link, for example because you cannot sign in or our emails do not reach you, email hello@trovello.com.au. We will confirm the request comes from you and a founder will carry out the deletion.

What deletion removes

Your profile and Candidate record, questionnaire answers, the history of which answers you changed, your own copy of your resume (a copy already released to an Employer stays with them until their access ends, section 5), written-answer scores and Markers, Blocklist, all Shortlist entries (including a pending request, which then does not proceed), notifications, placeholder payment records, candidate waitlist entries at your addresses, unaccepted invitations to your addresses, and your sign-in account.

What deletion does not remove

- **Released details.** Details already released to an Employer stay for the periods in section 5. So does our record of each note we sent that Employer about a change to your answers: when it was sent, which questions changed, and whether it was automatic or at your request. It holds no answer text.
- **Employer copies outside Trovello.** We cannot delete copies an Employer holds outside the Platform. Our Terms of Use require the Employer to delete them (section 5). You can also ask the Employer directly to delete its copy, because the Employer is responsible for the copy it holds.
- **Email log.** A record of each email we sent you (address, subject, type and times) stays for the periods below. At deletion we remove your deleted profile's identifier from that log.
- **Do-not-send list.** If an email to your address bounced or was reported as spam, we keep that record so we do not email the address again.

- **Your updates choice.** If you chose to keep receiving Trovello updates, your email address and that choice, until you unsubscribe.
- **Accepted invitations.** A record of any invitation you accepted.
- **Deletion record.** A record that the deletion happened, with counts of what was removed and the document versions you agreed to or acknowledged.
- **Backups.** Copies may stay in our database provider's backups until they expire within 7 days. If we ever restore a backup, we repeat every deletion completed since the backup was made.
- **Other copies.** Email held by your own mail provider and in our mailbox, provider logs, and any copy of a written answer the AI service holds (section 6).

How long we keep information

Information	How long we keep it
Profile and matching information	While your account exists. If you do not sign in for 24 months, we email you a warning, and delete your profile 30 days later unless you sign in.
Resume	For as long as your details are on file and live. You can delete or replace it at any time, and your own copy is deleted with your account. Deleting or replacing it changes your own copy only. A resume already shared stays with the Employer it was shared with, in their Trovello account until their access ends, and is then removed, as section 5 explains. The Employer may already have downloaded it, and Trovello cannot undo that.
History of which answers you changed	While your account exists. It is deleted with your account.
Released details, Employer access	Until 12 months after the role closes.
Released details, Trovello's restricted record	Trovello keeps the released details as a restricted record, seen only by the founders, until 3 years after the Release or until the employer's access ends, whichever is later, then deletes it.
Notes to an Employer about a change to your answers	Kept on Trovello's restricted record of the Release, including after you delete your profile, and deleted with that record. They hold no answer text.
Email log	3 years from sending for progression and release emails. 12 months for every other kind.
Do-not-send list (bounces and complaints)	2 years from the last bounce or complaint, including after an account is deleted.
Trovello updates after deletion (your email address and that choice)	Until you unsubscribe.

Information	How long we keep it
Record of what you agreed to or acknowledged	While your account exists, then as part of the deletion record.
Deletion record	3 years after the deletion.
Correspondence with us about access, correction, deletion or complaints	3 years after the matter closes.
Records of a data breach or security incident	7 years after the incident closes.
Payment records, receipts, and tax invoices where GST applies (Employers)	Five years, as tax law requires.
Waitlist entries	See below.

Closing a role deletes nothing by itself. The periods above then apply.

If a complaint, dispute, regulator inquiry or claim involving you is open, we pause any deletion that would destroy information relevant to it, and resume when it is resolved. Trovello's founders review these periods, and carry out the deletions that are not yet automatic, every 6 months.

Waitlist entries

Waitlist entries are removed by a monthly manual process. An entry is removed at the first monthly run after the earliest of these: 30 days after we email you that the pilot is open to you (or, for the employer waitlist, that employer accounts are open), when you create a Trovello account, when you unsubscribe, or 12 months after you joined if we never emailed you. Unsubscribing stops Waitlist email at once. Because the process runs monthly, an entry can be removed up to a month after the event that triggers its removal.

Employer users

Employer user accounts are not deleted through the Platform yet. Email hello@trovello.com.au to ask. An Employer user account is kept while it exists. After 24 months with no sign-in, we email a warning, and delete the account 30 days later unless the person signs in. When an Employer user leaves, the Organisation, its Role briefs and any Released details stay with the Organisation.

10. Security (APP 11)

We take reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access, change or disclosure.

- Access to information on the Platform is controlled row by row in the database. An automated test suite signs in as each kind of user and checks what each can and cannot read or change.
- Passwords are held by our sign-in provider (Supabase) in hashed form. Trovello's database does not hold them.
- Our application logs remove email addresses and names.
- Administrative credentials are held by the founders in a managed password vault.

- We do not paste Candidate personal information into AI tools when giving support or handling an incident.

No system is perfectly secure. If we suspect a data breach, we assess it quickly. Where a breach is likely to result in serious harm, we notify the people affected and the Office of the Australian Information Commissioner (OAIC), as the Notifiable Data Breaches scheme in the Privacy Act requires. We do not delay notification to wait for advice.

11. Complaints and contact (APP 1)

Questions, access and correction requests, review requests, deletion requests and complaints all go to hello@trovello.com.au. Tell us what happened and what you would like us to do. Complaints follow the response times in section 8.

If you are not satisfied with our answer, you can complain to the Office of the Australian Information Commissioner, which handles complaints under the Privacy Act, at oaic.gov.au.

Our postal details are Trovello Pty Ltd, Sydney, NSW, Australia.

Reporting a concern

Tell us at hello@trovello.com.au if a Role brief looks false, if an Employer contacts you about a role before your details are released, or if anyone asks you for money or bank details in connection with Trovello. Trovello never asks candidates for payment during the pilot, and an employer must not ask a candidate for any fee, charge or payment connected with a role or the hiring process. We contact you about a role only through the emails described in section 4.

12. Changes to this policy (APP 1)

This policy carries its date. The current version is published on our website.

If we plan a material change to how personal information is handled, we email every account holder from hello@trovello.com.au at least 30 days before it takes effect, and we ask you to acknowledge the new version before you continue to use the Platform. We give notice of minor changes by updating the published policy. A change to our Terms of Use cannot authorise a use of personal information that this policy does not describe. We will not use information we already hold for a materially different purpose unless the APPs allow it or you agree.

13. Features that are not part of the Pilot

These features are not offered during the Pilot. None of them is available now, and we will update this policy before any of them starts.

- **Candidate fees.** Trovello is free for Candidates during the Pilot. No Candidate is charged. A paid Candidate service, and any subscription, has not been approved and is not available. It could only be offered in future, and only after legal clearance.
- **Export.** Employers cannot export or bulk download Released details from the Platform. A released resume reaches the Employer only through a short-lived link to that one file (section 5).

- **Outcome check-ins.** We plan to ask Candidates and Employers, about three weeks after a progression, whether an interview or hire happened. This is not built.
- **Linking blocked names.** Linking the organisation names you type on your Blocklist to Employer records is not built.

14. Words with a set meaning

Term	Meaning
Blocklist	A candidate's list of organisation names that must never see them, checked when a shortlist is built, when an employer asks, and just before release.
Decline window	The period in which a candidate can stop a release, ending at 5pm Sydney time on the second NSW business day after the day the request counts from.
Marker	A named quality from a fixed list that the scoring looks for in the two scored written answers; the band is worked out in code from the markers found.
Pause	A candidate setting that stops them being matched to new shortlists and stops new progression requests. Pausing after a request has been made also stops that request, and nothing is released on it.
Pilot	The limited first release: open across Australia, two career levels and four functions, free for candidates, with employers paying pilot pricing.
Release	The step, after a decline window ends with no decline and nothing else has stopped the request, in which Trovello copies the released details into a record the employer can read and tells the candidate. During the pilot a founder may review it first and may stop it.
Released details	The frozen copy an employer receives at release: the candidate's name, email, phone, profile answers except those withheld, a remuneration band, and the resume on file at release, if the candidate uploaded one.
Remuneration band	One of four words (aligned, slightly above, well above, not compared) describing a candidate's salary expectation against the role's range, never the figure.
Shortlist	Up to five candidates who pass every eligibility check for a role brief and reach the minimum match score Trovello sets, ranked, with more only where candidates tie exactly, plus any candidates added after unlock under the Terms of Use.
Shortlist card	The employer's view of one shortlisted candidate before release: a reference code, rank, match band, conditions, bundle scores, strengths and risks, with no name, contact details, employer names, written answers, resume, salary figure or visa date.