Company and Contact Information

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These documents are being finalised and will be reviewed before payments open.

This page tells you who operates EPIC, how to contact the right person for your question, and how to report a security problem or a complaint.

1. Who we are

- Legal name: EPIC AI Solutions Pty Ltd
- ABN: 92 700 539 635
- ACN: 700 539 635
- Company type: Australian private company
- Registered in: Queensland, Australia (postcode 4006). The full registered office address is available on the public register of the Australian Securities and Investments Commission (ASIC).
- Website: epic-ai.solutions

In these documents, “EPIC”, “we”, “us” and “our” mean EPIC AI Solutions Pty Ltd.

2. What we do

EPIC provides access to AI inference: running open-weight AI models on server hardware that we own and operate, for a community of members. Members secure one or more community user slots with a single upfront investment and use the models through our website and our API.

The final hardware supplier will be chosen once we have fully completed our hardware performance test phase. The candidates are the NVIDIA Vera Rubin NVL72 and the AMD Helios, or newer generations of either model.

We do not train our own AI models. We serve open-weight models chosen by a vote of our community.

3. How to contact us

Please use the address that matches your question:

- General questions, membership, partnerships and press: info@epic-ai.solutions
- Help with your account or the service: support@epic-ai.solutions
- Privacy questions and requests about your personal information: privacy@epic-ai.solutions
- Security vulnerabilities and suspected security incidents: security@epic-ai.solutions
- Reports of abuse or illegal content: abuse@epic-ai.solutions, or the form at epic-ai.solutions/abuse

We are a small team and answer email in the order it arrives. We reply to privacy requests within one month.

4. Reporting a security problem

If you believe you have found a security vulnerability in EPIC, please email security@epic-ai.solutions with enough detail for us to reproduce it. We aim to respond within one business day.

While you investigate, please:

- only test against your own account and your own data;
- not access, change or delete other people’s data;
- not degrade the service for others, for example by load testing or denial of service;
- give us a reasonable time to fix the issue before you share it with anyone else.

We will not take legal action against anyone who reports a vulnerability to us in good faith and follows these rules. With your permission, we are happy to credit you once the issue is fixed.

If one of your EPIC API keys has been published by mistake, revoke it from your Pools tab straight away. If you cannot, email security@epic-ai.solutions and we will revoke it for you.

5. Complaints

If you are unhappy with our service or with how we have handled your personal information, please contact us first at support@epic-ai.solutions or privacy@epic-ai.solutions. We will look into it and reply to you.

If you are not satisfied with our answer about your personal information, you can complain to the Office of the Australian Information Commissioner (OAIC). If you live in the European Union or the United Kingdom, you can also complain to your local data protection authority. For consumer matters in Australia, you can contact your state or territory consumer protection agency.