



hireEZ CRM Data Security FAQ (Last Updated: May 7, 2024)

This document provides answers to the frequently asked questions with respect to how customer data is securely handled in hireEZ CRM.

hireEZ CRM is a candidate relationship management system for recruiting, designed by recruiters for recruiters, with industry-leading sourcing, analytics and automation. hireEZ CRM enables customers to unify recruiter workflows within a single system for ease of use; maximizes productivity with AI and automation for time-consuming tasks; and provides stronger insights and advanced features across candidate engagement, talent pool creation, applicant match, and more for customers' better decision-making.

hireEZ CRM is developed in Amazon Web Services (AWS) which provides one of the most flexible, reliable, scalable and secure cloud computing environments on the market.

Protecting our customers' data is the utmost important task of our information security missions. For nearly a decade, hireEZ has delivered global recruiting teams greater access to candidates than anyone else through the world's first AI Sourcing solution and maintained a reputation for safeguarding customer data across its products and services. hireEZ's comprehensive information security management framework is supported and audited by a wide range of industry-leading security policies, standards and practices, such as SOC 2 Type 2, [ISO 27001](#) and [ISO 27701](#).

Q1: What types of customer data will hireEZ CRM collect from users?

A1: The types of customer data encompass projects, searches, number of candidates, account/opportunity information, usage reports, user information, job applicant/candidate profile.

Q2: How does hireEZ CRM use my data?

A2: hireEZ CRM only uses customer data for the purposes of providing services and product support, fulfilling tasks requested by customers, debugging and troubleshooting, and other purposes aligned with the purposes for which it was collected and agreed to by customers.

Q3: How does hireEZ use my data to improve the services and experiences of others?

A3: hireEZ collects de-identified usage data. Usage data means hireEZ's technical logs, data, and information about customer's use of hireEZ services and third-party integrations with the services, including, but not limited to, the number of reports run, the rates for email opening, clicking or replying, the frequency of user logins, location of user logins, and user behavioral data, such as the types of searches run and features heavily used. hireEZ may aggregate usage data to improve the quality of the products and enhance the security protection for customers' accounts.

Q4: Will customer data be used within hireEZ's AI features?

A4: hireEZ offers two primary AI-powered features in hireEZ CRM:

- Applicant Match: this feature relies on hireEZ's proprietary machine learning model to drive the algorithms to find the job applicants matching the proffered job descriptions. The customer data used is primarily driven by customer job applicant/candidate profile and user interactions in the platform, such as setting up the parameter and ideal persona for a qualified candidate.

The data used to train and test Applicant Match are synthetic profiles derived from real job candidate profiles from hireEZ's own talent database, though these profiles have no connection to any identifiable individuals. The job descriptions used to train and test Applicant Match were collected by hireEZ from public job advertisements.

- Generative AI: hireEZ uses GPT to generate explanatory content for the matching results from the Applicant Match, including the reasons and logics behind a matching result. GPT collects customer job applicant/candidate profile information in order to provide the content.

hireEZ also uses GPT to assist with the drafting of engagement email content and provides customers the ability to instantly generate unique candidate email messages based on a job description or target position. The GPT collects job descriptions and company names from the users. Candidate personal data, such as name, email address, resume information, etc., are not processed by GPT to create email content. GPT is not utilized to respond to any candidate response emails.

Q5: Where my data is processed by a third party AI provider, will there be any control from hireEZ?

A5: Although hireEZ's GPT feature is provided by LLM provider, OpenAI, it is governed by the rules set by hireEZ. Additionally contractual controls are in place with OpenAI that prohibit OpenAI from retaining or using hireEZ's customer data for more than 30 days and for purposes other than abuse prevention.

Q6: Do you have a privacy policy that explains what data you collect, how it is used, and how long it is retained?

A6: Yes, to learn more about our privacy policy, see hireEZ's [General Privacy Policy](#).

Q7: How do you treat confidential data in hireEZ CRM?

A7: hireEZ CRM employs security measures such as MFA login, encryption of data at rest and in transit, to protect the confidentiality, availability and security of customer data.

hireEZ's technical and organizational security measures can be found in our [Data Processing Agreement](#).

However, we strongly recommend not to submit unnecessary personal data or highly sensitive information where it is not appropriate or required to use hireEZ CRM, such as in users' tags or notes. Customers are in charge of determining the data they submit into the hireEZ platform, and of doing so in accordance with such customers' own organizational policies and applicable laws.

Q8: Will my data be shared with third parties?

A8: Yes, your data may and will only be shared with our trusted third-party service providers, for the



purposes of delivering the services to the customers. Agreements with our third-party service providers prevent them from keeping or utilizing hireEZ customer data for their benefits. hireEZ does not sell, rent, or lease customer data to any third parties.

For hireEZ's sub-processors who may process customers' personal data on hireEZ's behalf, we notify customers of such planned usage before we engage with the sub-processor. Our current sub-process is available for customers to view at <https://app.hireez.com/policies/subprocessor>.

For more information, contact your hireEZ CRM account representative.

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Q9: Where does hireEZ store customer data?

A9: Customer data is stored and processed in the U.S. hireEZ uses AWS to host customer data. AWS (<https://aws.amazon.com/security/>) is ISO 27001 and FISMA certified.

Q10: Does hireEZ use customer data to provide the services and under what terms?

A10: Yes, hireEZ uses customer data to provide hireEZ CRM services. Terms are outlined in our [Terms of Use](#), Master Services Agreement, service order forms, and/or statement of work, which can be viewed by customers prior to the purchase.