



Q&A: Understanding CLARA's AI and Security

1. What is CLARA's AI and how does it work?

CLARA's AI is an ethically applied, human-focused system that evaluates job candidates using neuro-symbolic AI, combining symbolic reasoning with machine learning to assess relevant, transferable, and adjacent role-specific job skills as well as others like critical thinking, learning agility, and distance traveled (a construct that includes things such as grit and resourcefulness).

2. Do you train CLARA's AI models using our data?

No, CLARA does not use employer or candidate data to train its models. The AI models are pre-trained using high-quality, validated data. Your organization's data is only used for candidate evaluation within the hiring process and remains secure. We ensure that your proprietary data is never mixed with training data.

3. What type of AI does CLARA use?

CLARA uses neuro-symbolic AI, which combines the logic of symbolic reasoning with machine learning going well beyond keyword matches and boolean searches to understand adjacent and transferable skills.

4. Is my data safe with CLARA?

Yes, data privacy is a top priority for CLARA. We use industry-standard encryption and cloud storage solutions to ensure all data is securely managed and protected.

5. How does CLARA protect against unauthorized access or breaches?

CLARA implements a multi-layered security approach with strong encryption and regular security audits. Our cloud storage architecture ensures high availability and scalability while protecting your data. Additionally, we follow stringent access control policies, ensuring that only authorized personnel can access sensitive information, and we continually monitor our infrastructure for vulnerabilities.

6. Do you collect data from external sources like social media?

No, CLARA does not collect or scrape data from external sources. We use only the data provided by candidates during the application process, ensuring they have full transparency and control over the data being evaluated.

7. Who has access to my data?

Access to your data is limited to authorized personnel involved in processing and supporting the system. We enforce strict access control policies, logging and monitoring all interactions with sensitive data. Data is processed and stored securely in cloud environments with backup and failover capabilities.

8. How do you ensure the AI doesn't introduce bias?

CLARA is rigorously tested for bias prevention. Our AI models are trained on diverse datasets and are continuously monitored to ensure they remain unbiased. CLARA's algorithms never consider a candidate's name, age, gender, origin, or race in any decision-making process; this information is stripped before being passed to the AI. Once scores are assigned, each candidate is represented solely by their initials in their profile, with no attributes that could instill bias. Additionally, our use of neuro-symbolic AI allows for transparent and explainable decision-making, ensuring fair and consistent evaluations across all candidates.

We're also exploring feedback mechanisms that would allow us to collect hiring statistics from employers, enabling us to measure the real-world performance and benefits of our algorithm.

9. Do you share my data with third parties?

No, CLARA does not share your data with third parties without your explicit permission. All data is kept private and is only used for the specific hiring processes you designate. Our cloud-based infrastructure ensures data is encrypted and isolated, with strong access controls.

10. Can I see how CLARA's AI made a decision?

Yes, CLARA's criteria-based AI includes a detailed explanation of every score to ensure that every decision made by the AI can be traced back to specific skills and qualifications. This transparency provides two key perspectives:

1. For Talent Acquisition (TA)/HR Teams:

Every candidate evaluation is based on clear, objective criteria related to the job requirements. CLARA's decision-making process can be fully traced back to the specific skills, qualifications, and other job-related factors that were considered, ensuring trust, accountability, and fairness in every decision.

2. For Candidates:

The information used in the review process is solely based on what you choose to provide—such as required skills, preferred skills, education, and other qualifications. CLARA's algorithms never factor in sensitive personal details like your name, age, gender, origin, or race. You are represented in the system by your initials, and every decision is made transparently, allowing you to understand how you were evaluated. We respect your privacy and offer options to opt-in or opt-out, as detailed in our privacy policy.

In the future, we plan to collect anonymized hiring statistics from employers to assess the real-world benefits of our algorithm, further enhancing our feedback mechanism and ensuring that CLARA continues to support equitable hiring decisions.

11. What happens if there's an error in the AI's processing?

If you encounter an error or feel a candidate was unfairly evaluated, you can reach our support team, who will assist with resolving any issues. If needed, you can also opt for a human alternative to review specific cases. Our system also notifies users of any input errors, allowing them to correct and resubmit for processing.

12. How does CLARA ensure compliance with data privacy laws like GDPR or CCPA?

CLARA prioritizes data privacy and security, and we follow the principles of GDPR and CCPA in developing our systems. We ensure transparency in data collection and usage, provide secure storage, and implement measures to safeguard user information. Our systems are designed to allow users control over their data, including the ability to request changes or deletions in line with regulatory guidelines.

Additionally, CLARA complies with legal requirements like Illinois' HB 3773, which mandates transparency around the use of AI in employment-related decisions and ensures that AI cannot be used in ways that would result in discrimination against protected classes in any employment process. This compliance ensures that CLARA's use of AI adheres to regulations aimed at promoting equitable hiring practices.

We continue to evolve our privacy features to uphold the highest standards of data protection and user rights, ensuring compliance with applicable privacy laws.

13. Can recruiters and talent professionals adjust the AI algorithms to fit unique hiring needs?

Yes, CLARA offers flexibility for recruiters and talent professionals to adjust the AI screening criteria based on their unique hiring needs. You can tailor the evaluation process by modifying the weighting of different skills, qualifications, and attributes to align with your specific job requirements. Further, any changes or adjustments made during the screening process are applied equitably to all application materials associated with the position in question ensuring that every candidate receives a fair and consistent assessment. CLARA's AI allows for easy customization while maintaining efficiency and fairness.

14. Can candidates opt out of having their materials reviewed by AI?

At this time, CLARA's evaluation process is built around AI-generated scoring to ensure consistent, unbiased assessments. Currently, candidates applying directly through CLARA are reviewed using our AI-powered system, which evaluates applications based solely on job-related criteria such as skills and qualifications. As a result, there is no opt-out option for AI review within CLARA at this moment.

For candidates applying through a company's ATS that integrates with CLARA, the option to opt out of AI review may depend on the settings established by the hiring company. As part of our future roadmap, we are exploring ways to accommodate candidates who prefer to opt out of AI-driven evaluations, particularly in cases where employers offer that flexibility.

15. What happens to a candidate's application if they opt out of being reviewed by AI?

If a candidate opts out of AI review, their application will still be processed by the talent acquisition or HR team manually. The candidate's materials will be evaluated through traditional methods, following the same job-related criteria used for all applicants.

16. How does CLARA generate follow-up questions for each candidate?

CLARA generates follow-up questions for candidates based on their unique responses and qualifications. The AI evaluates the information provided in the candidate's application—such as their skills, experience, and job-specific qualifications—and identifies areas where additional details may be needed. This might include clarifying specific skills, expanding on relevant experience, or addressing any gaps in the information provided.

The follow-up questions are customized to ensure a deeper understanding of each candidate's fit for the role, focusing on job-related criteria. This personalized approach helps ensure that the recruitment process is thorough and fair, while also maintaining the flexibility to address unique aspects of each candidate's profile. All questions generated by CLARA align with the employer's requirements and are designed to further inform the decision-making process.

17. What happens if a candidate does not answer the follow-up questions? Are they still in consideration for the role?

CLARA's follow-up questions are designed to gather additional information to enhance the evaluation process, but failure to respond does not disqualify a candidate.

The candidate's initial application will still be assessed based on the information they originally provided. However, not answering follow-up questions may result in less detailed insights for the talent acquisition or HR team to consider during their evaluation.

18. Do we have to send AI-generated follow-up questions for every job opening?

No, sending AI-generated follow-up questions is not mandatory for every job opening.

Employers can choose to enable or disable follow-up questions based on the needs of the role and the depth of information provided in the initial application.

19. Which specific pieces of candidate information does CLARA access from my ATS?

CLARA accesses specific, job-related information from your ATS to perform its AI-driven evaluation. This typically includes:

1. Skills and Qualifications:

Information related to the candidate's relevant experience, skills, certifications, and qualifications for the role.

2. Work Experience and Education:

Details about the candidate's work history, job titles, responsibilities, and education background.

3. Application Responses:

Any responses provided by the candidate, including answers to screening questions or additional documents like resumes and cover letters.

Personal information such as the candidate's age, gender, race, or origin, is not accessed in the application review process. If personal information is included in the application materials, it is stripped from the data before being processed by the AI. This helps to prevent any potential bias and ensures a fair, objective evaluation.

If a candidate chooses to create a CLARA profile, they may also choose to disclose personal information. CLARA will not, however, ever use personal information in processing matchability for a role, and will never use personal information without the express consent of the candidate.

20. What is the process and flow of interaction and information exchange for the candidate and with our ATS?

CLARA integrates seamlessly with your Applicant Tracking System (ATS), ensuring a smooth, transparent process for both candidates and employers. Here's how the interaction and information exchange works:

1. For Candidates:

When a candidate submits their application, the information they provide—such as skills, experience, and qualifications—is processed by CLARA. Personal identifying details such as name, age, gender, race, and origin are stripped away before being processed to prevent any potential bias. The AI evaluates the candidate based solely on the job-related criteria, ensuring fairness and alignment with the requirements of the role.

2. For TA/HR Teams:

CLARA integrates with your ATS to streamline the recruitment process, ensuring that all evaluations are transparent and explainable. TA/HR teams can trace every AI decision back to specific criteria, such as required skills or qualifications, enabling full accountability.

10. Can I see how CLARA's AI made a decision?

- CLARA's AI functions as a series of modules intended to extract and examine all job-relevant data while protecting personal information.
- CLARA has developed a sophisticated ontology that links together equivalent skills. This ontology is used when comparing the skills required in the job description to each applicant's resume. Vector mathematics is used for computing the matches between the two skill clusters and a final score assigned for each skill in the job description.

- The Hiring Manager is provided with an opportunity to set the relevant weights (by importance) for Skills, Experience, Education and any other constructs. This weighted set is used to compute the final fit score of the candidate.

22. Does the model make hiring decisions?

No, CLARA's AI model does not make final hiring decisions. Instead, it provides talent acquisition and HR teams with unbiased, data-driven insights by evaluating candidates based on job-related criteria such as skills, qualifications, and experience. The AI helps streamline the review process by highlighting the most qualified candidates, but the final hiring decision always remains with the employer.

23. What data does CLARA collect and store, and which security and encryption methods are used?

CLARA collects two types of data:

1. Job Descriptions:

These can be manually uploaded in CLARA, or transferred by connecting an ATS with CLARA and enabling CLARA to retrieve job postings from the ATS.

2. Candidate Application Materials:

These can be manually uploaded into CLARA or transferred by connecting an ATS with CLARA and enabling CLARA to automatically retrieve applications from the ATS.

Any information transfer takes place over HTTPS using the TLS 1.3 standard.

24. What authorization procedure is used for logins?

All login data is encrypted to maintain privacy and security, complying with industry standards and regulatory requirements.

23. What data does CLARA collect and store, and which security and encryption methods are used?

CLARA uses an internal AI, so user information does not leave the CLARA platform in order to be processed.

26. What is the disclaimer language that CLARA uses to explain to employees using the platform how AI is used to make or aid in employment decisions?

CLARA's information security policy is posted publicly at:

<https://www.getclara.io/information-security-policy>