



AI in our hiring process - Frequently Asked Questions (FAQs)

1. General

Q: Why is NetApp using AI in recruitment?

A: We use AI-assisted tools to help make our hiring process more efficient and consistent. AI helps us with tasks like identifying candidates whose skills and experience may be relevant to open roles, matching applicants against role requirements, and conducting initial informational intakes. AI does not make hiring decisions. Our recruiters and hiring managers make every decision about whether to progress or reject a candidate.

Q: Which AI tools does NetApp use?

A: We currently use two AI-enabled platforms in our recruitment process:

- **Findem (findem.ai):** Used for candidate sourcing, candidate matching, AI-assisted conversations, and recruitment communications.
- **Eightfold (eightfold.ai):** Used for applicant matching, which evaluates candidates' skills and experience based on information provided in their application against the requirements of the role. An independent audit of the Eightfold Matching Model tool can be found [here](#).

Not all tools are used for every role or in every country. If AI-assisted tools are used as part of your application, you will be informed.

2. Candidate sourcing

Q: How does NetApp find candidates?

A: When we have an open role, our recruiting team may use Findem to search for candidates whose professional background may be relevant to the position. Findem collects publicly available professional information - such as professional networking profiles, public portfolios, and other professional information indexed by search engines – as well as information from third-party professional data providers. Findem does not collect information from private accounts or logged-in sessions.

Q: If I didn't apply, how did NetApp get my information?

A: If you received an outreach message from NetApp but did not apply for a role, your publicly available professional information was identified through Findem as potentially relevant to an open position. A member of our recruiting team reviewed your profile before deciding to reach out to you.

Q: Does NetApp update my information using publicly available data?

A: If you have previously applied to NetApp, Findem may update your profile with your latest publicly available professional information (such as a new job title or updated skills) so that our recruiters are working with current data when considering you for new roles. This updated information is used within our recruitment platforms only - it is not used for any other purpose. If you believe any information we hold about you is inaccurate, you can ask us to correct it by contacting careers@netapp.com.

3. Candidate matching and scoring

Q: How does the relevance score work?

A: When we have an open role, our recruiting team defines the requirements for the position – including the skills, experience, and qualifications that matter for the role. Findem compares candidates' professional information against these requirements and assigns a relevance score based on how closely they appear to match. The score helps our recruiters prioritize which candidates to review - it does not automatically exclude anyone. The score is one input among several – our recruiters make all decisions about whether to progress a candidate.

Q: Does the tool only match on exact keywords?

A: No. Findem uses contextual matching, which means it looks beyond exact keywords. For example, if a role requires a "Software Engineer," the tool will also recognize related titles like "Backend Developer," "Full Stack Engineer," or "SDE." This approach is designed to make the process more inclusive and to ensure that candidates with relevant experience are not overlooked because they use different terminology in their profiles.

Q: Does the matching use my age, gender, ethnicity, or other personal characteristics?

A: No. Our AI tools do not use personal characteristics (such as age, gender, ethnicity, disability, or any other protected characteristic) in their evaluation.

Q: Can the matching be wrong?

A: Like any tool, AI-assisted matching is not perfect. It is based on publicly available information, which may be incomplete or out of date. This is why matching is one input among several - our recruiters make all decisions about whether to progress a candidate. If you believe your skills or experience have not been accurately reflected, you can contact us at globalrec@netapp.com and request a human review.

Q: Will matching scores from one role follow me to another?

A: No. Matching is carried out for each specific role and the results are deleted when the recruitment for that role is completed. If you apply for or are considered for a different role, you will be assessed afresh against the requirements of that role. Previous matching results will not carry over or affect your chances.

4. AI-assisted conversation

Q: What is the AI-assisted conversation?

A: For certain roles and in certain countries, we use an AI-assisted conversation tool to conduct an initial informational intake with candidates. If you are invited to participate, you will receive a clear invitation explaining what to expect before the conversation begins. The conversation is conducted by an AI-powered recruiting assistant - not a human recruiter. The AI will ask you questions related to the role and your experience. Your responses are evaluated against role-specific criteria defined by the recruiter and hiring manager for the role.

Q: What kind of questions will I be asked?

A: The questions will relate to the role you are being considered for. They may cover topics such as:

- Your interest in the role
- Your availability and timeline
- Relevant skills and experience
- Your familiarity with specific technologies, methods, or tools relevant to the position

The specific questions are tailored to each role based on the requirements defined by the hiring team.

Q: What information is collected during the conversation?

A: During the conversation, the following information is collected:

- Your responses to the questions (text and/or voice, depending on the format)
- A recording of the session
- A transcript of the session
- A summary of the conversation, generated by the AI

This information is reviewed by our recruiting team to assess fit for the next stage of the process.

Q: Will my conversation be recorded?

A: Yes. The session is recorded so that our recruiting team can review your responses. You will be informed of this before the conversation begins. If you do not wish to proceed with a recorded conversation, you can request an alternative process (see “Opting out and alternatives” below).

Q: Does the AI decide whether I pass or fail?

A: No. The AI consolidates your responses and presents a summary to our recruiting team. A human recruiter reviews every conversation summary before any decision is made about whether to progress a candidate. The AI does not make any pass/fail or hire/reject decisions.

Q: How does the AI evaluate my responses?

A: The AI evaluates the substance of your responses against the role-specific criteria defined by the recruiter and hiring manager. It identifies which criteria your responses appear to address and presents this information to the recruiting team for their review. The AI does not assess your tone of voice, facial expressions, or any personal characteristics.

Q: What if the AI doesn't understand me or there's a technical issue?

A: If you experience technical difficulties during the conversation, or if you feel the AI did not accurately capture your responses, please contact us at globalrec@netapp.com. We will arrange for a human recruiter to follow up with you. Technical issues or difficulties with the AI screening will not negatively impact your candidacy.

Q: What if I have a disability or need an accommodation?

A: If you have a disability or require an accommodation that may affect your ability to participate in the AI-assisted conversation - for example, a speech or hearing impairment - please contact us at globalrec@netapp.com before your scheduled conversation. We will work with you to identify an appropriate alternative, such as a conversation with a human recruiter. You can also request an accommodation by reaching out to careers@netapp.com.

Requesting an accommodation will not negatively impact your candidacy in any way.

5. Opting out and alternatives

Q: Can I opt out of AI-assisted tools?

A: Yes. You can request an alternative selection process at any time during the application and hiring process by contacting us at globalrec@netapp.com. Choosing an alternative process will not impact your candidacy in any way.

Q: What does the alternative process look like?

A: If you opt out of AI-assisted tools:

- For sourcing and matching: A member of our recruiting team will manually review your application or profile against the role requirements, without the use of AI-generated scores.
- For AI-assisted conversation: A human recruiter will conduct a phone or video screen with you instead of the AI-assisted conversation. We will contact you to schedule this at a time that works for you.

In both cases, your candidacy will be assessed on the same criteria as all other candidates for the role.

Q: Will opting out delay my application?

A: We aim to ensure that the alternative process is completed within a comparable timeframe. In some cases, scheduling a human conversation may take slightly longer than the AI-assisted option, but we will keep you informed of next steps and timelines.

Q: Will opting out count against me?

A: No. Choosing an alternative process will not impact your candidacy in any way. Your application will be assessed on the same criteria as all other candidates.

6. Your information and your rights

Q: Where does my information come from?

A: If you applied for a role, your information comes from the application you submitted to NetApp.

If you did not apply but received an outreach message, your information was collected by Findem from publicly available professional sources - such as professional networking profiles and other professional information indexed by search engines. For more information about how Findem collects and uses data, please see [Findem's Privacy Policy](#).

Q: How long is my information kept?

A: NetApp retains candidate personal data in accordance with our [Candidate Privacy Notice](#), which sets out our retention periods for different categories of candidate information. We do not keep your information for longer than is necessary for the purposes for which it was collected.

If your information was collected by Findem from publicly available sources, Findem retains that information in accordance with its own [Privacy Policy](#).

Q: What rights do I have?

A: Depending on where you are located, you may have certain rights in relation to your personal information, such as the right to:

- Request a copy of the personal information we hold about you
- Ask us to correct any information that is inaccurate
- Ask us to delete your information
- Object to the processing of your information

In addition, regardless of your location, you can:

- Request an alternative selection process that does not involve AI-assisted evaluation
- Request a human review of any AI-generated output

For full details on your rights, including rights specific to your location, please see our [Candidate Privacy Notice](#).

Q: Can I opt out of Findem's database?

A: Yes. Because Findem independently collects publicly available professional data, you can opt out of Findem's database directly, regardless of whether you have any relationship with NetApp. You can do so [here](#) or by emailing privacy@findem.ai.

Q: What if I previously opted out of Findem's database?

A: If you have opted out of Findem's database, Findem will not surface your profile in future searches. However, if you previously applied to NetApp directly, your application data may still be held in our applicant tracking system in accordance with our retention policies. You can request deletion of that data separately by contacting us at careers@netapp.com.

Q: What if I was rejected - was it because of AI?

A: AI does not decide to reject or exclude candidates from consideration. Those decisions are made by people. AI-generated scores and conversation summaries are used to assist our recruiters, but a human recruiter makes every decision about whether to progress or not progress a candidate.

If you have been informed that you were not selected for a role and you have questions about the decision, please contact the recruiter supporting that role or email us at globalrec@netapp.com. We will provide you with an explanation of the basis for the decision.

Q: Is my data used to train AI?

A: No. Your personal data and your conversation responses are not used to train, test, or improve any AI model. They are used only to evaluate your candidacy for the role for which you are being considered.

7. Bias and fairness

Q: How does NetApp ensure AI tools are fair?

A: We take the following steps to promote fairness in our use of AI-enabled recruitment tools:

- No use of protected characteristics: Our AI tools do not use personal characteristics - such as age, gender, ethnicity, disability, or any other protected characteristic - in their evaluation.
- Human review: All hiring decisions are made by human recruiters who review AI-generated outputs before making any decisions. Recruiters are trained to treat AI outputs as one input among several, not as a definitive assessment.
- Recruiter training: Our recruiters complete training on the capabilities and limitations of AI tools before they are given access. This training covers the risks of bias and the importance of independent human judgment.
- Ongoing monitoring: We conduct regular reviews of our AI tools' outputs to monitor for fairness, accuracy, and potential bias. These reviews examine outcomes across relevant demographic groups and inform ongoing adjustments to how we use these tools.
- Independent audits: Where available, we make independent audit reports accessible to candidates. An independent audit of the Eightfold Matching Model tool can be found [here](#).

Q: Could the AI be biased?

A: Any AI tool carries a risk of bias, which is why we do not rely on AI alone. The safeguards described above - including human review of all outputs, recruiter training, and ongoing monitoring - are designed to identify and mitigate this risk. If you have concerns about bias in how your application was handled, please contact us at globalrec@netapp.com.

8. Contact

Contact us

If you have any questions about how AI is used in our hiring process, or if you would like to opt out, request a human review, or exercise any of your privacy rights, please:

- Contact us by email at: globalrec@netapp.com. A member of our team will respond within 48 hours.
- For privacy-specific queries, you can also contact our Privacy team at dataprotection@netapp.com.