

Anonymisation in Talentlink

How to use the encryption functionality

Introduction

This guide provides some information around using the encryption functionality within Talentlink which allows you to anonymise a candidate's details within your selection process.

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Throughout the guide, you will see the following icons which indicate the WMJobs Team's recommendations which will help you with all your [title] queries.



Top tips



Important Information



Best Practice

1. What data Talentlink will encrypt or anonymise

The anonymisation functionality works alongside the new application form and only on those jobs which have been created with the option to anonymise applicants switched on.

The fields that will be anonymised include:

- first name,
- middle name,
- last name,
- gender,
- date of birth,
- email address,
- alternate email address,
- address,
- alternate address,
- city,
- zip code (postcode)



The separation of the diversity information within the application form will continue as is currently and is unaffected by the use of anonymisation

We are aware at the moment, that the title drop-down field (Miss, Mr, Mrs etc) is not covered within the anonymisation functionality, therefore, you will still see this information on all forms. This will be updated in the future and will let you know the status.

2. Switching anonymisation on

The WM Jobs Team can switch on the anonymisation functionality. This is done at OBS level 1 of Talentlink and will apply to all levels of your organisation below level 1.

This is a simple task to undertake and can be done quickly. Please contact us via the service centre if you would like this to happen.

When the anonymisation is activated at organisation level, information about the anonymisation is displayed on the Job Details page.

The screenshot shows the 'Job Details' page in Talentlink. The 'Job Content' tab is selected, and the 'Job Requisition' sub-tab is active. The 'OVERVIEW' section shows the job status as 'Open' and the approval process as 'HR Approval (Ready to Submit)'. The 'ADMINISTRATIVE DATA' section lists various job details, including the job number, internal job number, due date, company, city, country, and region. At the bottom of the 'ADMINISTRATIVE DATA' section, the 'Encrypt Incoming Applicants' checkbox is checked, indicating that anonymisation is enabled for this job.

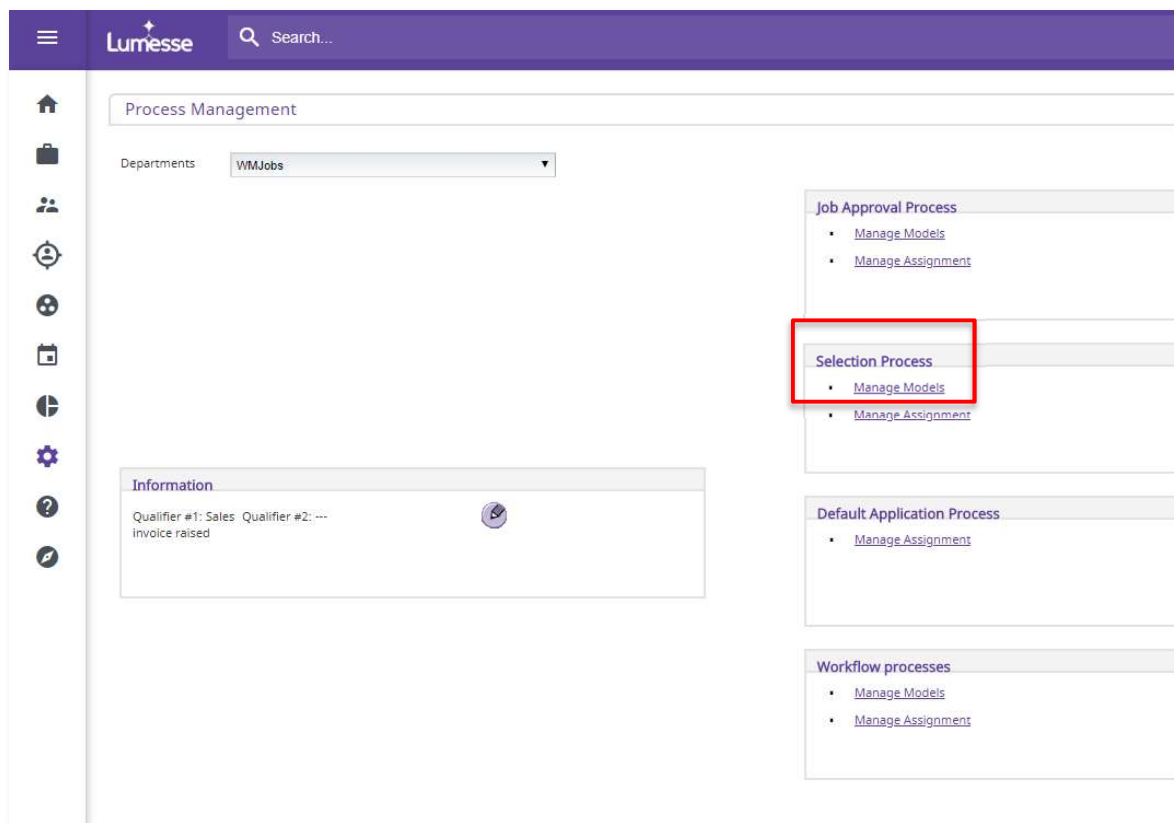
OVERVIEW	
Job Status	Open
Approval Process	HR Approval (Ready to Submit)
Candidates	New: 8 / In Process: 3 / Offered: 0 / Hired: 0 / Closed: 0 / All: 11
Archived Candidates:	0

ADMINISTRATIVE DATA	
Job number	ZIS00160
Internal Job Number	934856
Due Date	04/27/2017
Company	Archivo Q
City	Buenos Aires
Country	Argentina
Region	Ciudad Autónoma de Buenos Aires
Encrypt Incoming Applicants	<input checked="" type="checkbox"/> Yes

3. Deciding where to decrypt candidates in your process

You will need to set a point in your selection process to decrypt candidates before testing in sandbox or using in the live environment.

Go to **System Administration / (Choose your Organisation) / Process Management**. On the screen below, choose “Manage Models” under Selection Process



If you use multiple selection processes, as shown in the example below, you will need to select each selection process in turn and update as follows:

Click on the selection process you wish to update.

SELECTION PROCESS MODELS			
Organisation WMJobs			
Model Title	Organisation	Enabled	Set as the Default process in this organisation
SHL	WMJ0001	✓	
Selection Process	WMJ0001	✓	✓
Selection Process(2)	WMJ0001	✓	
Senior selection	WMJ0001	✓	

Find the step at which you want Talentlink to decrypt candidates, the example below uses the Interview 1 step.

Add a tick to the box “Decrypt candidates when step initiated” and SAVE

The screenshot shows the 'Step properties' for 'Interview 1' under the 'Interview' category. The 'Decrypt candidates when step initiated' checkbox is checked and highlighted with a red box. Other visible fields include Step Name, Step Type, Action Type, Concerned team, Step Owner, Step Coordinator, Default Other Interviewers, Step can be initiated, Meeting Place, Expected output, and Step sharing.

This now means that in this example all candidate details used on the steps prior to the Interview 1 step will be anonymised.

4. Job Requisition

The functionality can be chosen on a job level, so you can decide if some or all jobs will be anonymised when creating the requisition.

On a new job requisition, Talentlink will ask if you wish to receive candidates decrypted or not (as below). You will need to choose “Yes”

The dialog box titled 'Encrypt Incoming Applicants' has two radio buttons: 'Yes' (selected) and 'No'.

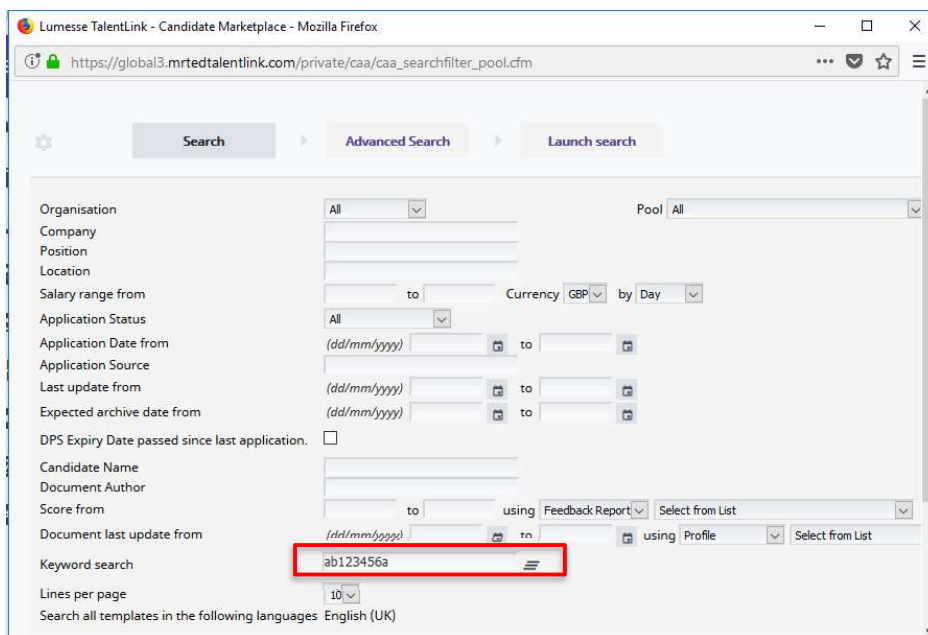
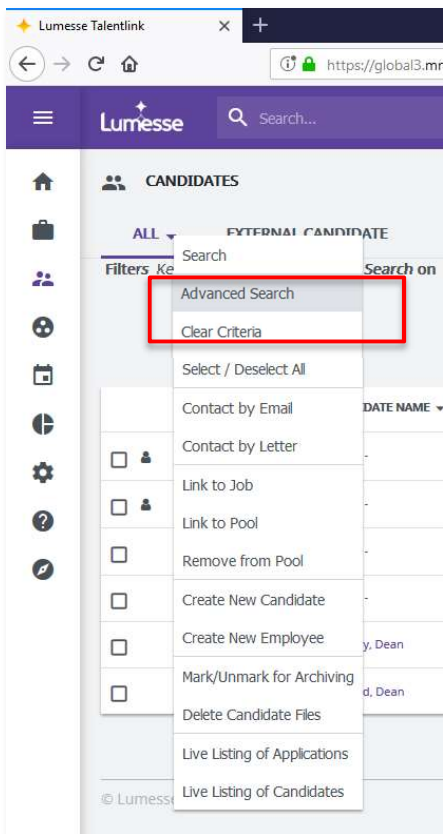
You can complete the remainder of the requisition as normal.

5. Searching for Anonymised candidates

When an anonymised job has been advertised, you may receive enquiries from applicants and wish to find their records whilst they are still anonymised in your process.

Talentlink will not return search results based on encrypted data fields such as a candidate's name whilst they are anonymised.

However, you can do an advanced search within the Candidates tab on the left-hand menu using Keyword Search. You can use this to search on candidate decrypted data, which might be on their telephone or NI number for example.



This can also be done using the “filter by keyword” functionality within the Selection/ Hiring tab on a job, which is shown below:

The screenshot shows the 'SELECTION / HIRING' tab in the TalentLink system. At the top, there's a search bar with the text 'ab123456a' entered. Below this, a table lists candidates. The first candidate is highlighted with a red box. The table has columns for 'CANDIDATE', 'CANDIDATE PACK', 'CV', 'QUESTIONNAIRE 1', 'LAST FEEDBACK REPORT', 'APPLICATION DATE', 'LAST STEP', 'LAST QUESTIONNAIRE', and 'EMAIL'.

CANDIDATE	CANDIDATE PACK	CV	QUESTIONNAIRE 1	LAST FEEDBACK REPORT	APPLICATION DATE	LAST STEP	LAST QUESTIONNAIRE	EMAIL
145322, -			5000		15/02/2018		5000	xxxxx@xxxxx.xx

Candidates who sit at a decrypted stage in your selection process can be searched as normal.

6. Emails and Forms

Emails sent from TalentLink may contain merge fields corresponding to the anonymised applicant data. This data will not be merged. You may wish to modify the email content and use generic greetings etc. If you choose not to modify the email template, sensitive data will be hidden behind appropriate labels

Sensitive data of anonymous candidates in documents attached to emails sent to external addresses are not visible. In the document preview from TalentLink, answers are left blank as below:

The screenshot shows a document preview with the following details:

- Candidate: - 31752 (31752)
- Score: 0
- Document updated on: 04/20/2017
- Profile: anonymousProfile (Version 1)
- Language: English (US)

Below these details is a form with the following fields:

- First Name *
- Last Name *
- Middle Name
- Email Address
- Alternative Email
- Street

The fields 'First Name', 'Last Name', 'Email Address', 'Alternative Email', and 'Street' are highlighted with a red box, indicating they are redacted.

7. Ad hoc reports

In AdHoc reports, whilst anonymised, sensitive data coming from Candidate profile or using Templates Data will be presented as blank cells.

8. Troubleshooting/FAQ's

Is it possible for HR users to see all candidate information whilst they are still anonymised for recruiting managers?

Lumesse have considered the impact of creating separate viewing roles for HR to see candidate decrypted whilst managers see encrypted and will not be including this in their 2018 roadmap. The search options outlined in section 5 will help locate anonymised candidate records.

When a candidate is encrypted, within emails the first name merge field is still visible as “first_name” Can this be replaced by “Dear candidate” for example.

Yes, we would recommend updating the e-mail templates to use generic greetings either from the email template management or by the user sending editing the email on the fly.

After a candidate applies to an encrypted job, the initial automatic candidate pack is encrypted as you would expect. However, if the candidate is decrypted further in the selection process the automatic candidate pack remains encrypted. If needed, can I create a decrypted version of the candidate pack?

Yes, you would need to create the candidate manually. To preserve server capacity, TalentLink will only create one automatic candidate pack, therefore, when a candidate reaches the point in your selection process where you have chosen them to be decrypted, the automatic candidate will not update – hence, why a manual candidate pack would need to be created which will show the candidate's personal details.

Will Talentlink anonymise uploaded documents provided by the candidate as part of the application?

No, Talentlink cannot redact personal details held inside an uploaded document, so guidance on the upload stage may need to advise candidates not to list their name etc on any uploaded document.

Will anonymisation affect a candidate using the ‘re-use application form’ functionality?

Yes – as previously communicated, the ‘re-use application form’ functionality works by pulling through information from the candidate's **last submitted application**. If a candidate's last submitted application form is anonymised, the system is unable to identify the application form belongs to the candidate, therefore, this functionality then works from the **last decrypted submitted application form**.