

BrightHire Frequently Asked Questions

Our interviews are recorded using brighthouse.ai, an artificial intelligence interview recording tool that will summarize interview conversations. As part of our effort to eliminate unconscious bias from the recruiting process, we encourage our interviewers to focus more on your conversation than taking notes by relying on brighthouse.ai to do the note taking for us.

If you wish to opt out of having your interview recorded, you can **opt out by clicking [here](#)** or letting us know you would not like to be recorded at the start of your interview. ***Please note:** you must opt out with the email address associated with your SoFi application.

What is BrightHire?

BrightHire is a technology platform that helps companies deliver a great interview experience to every candidate, and to run a fair and effective hiring process overall.

How does BrightHire benefit candidates?

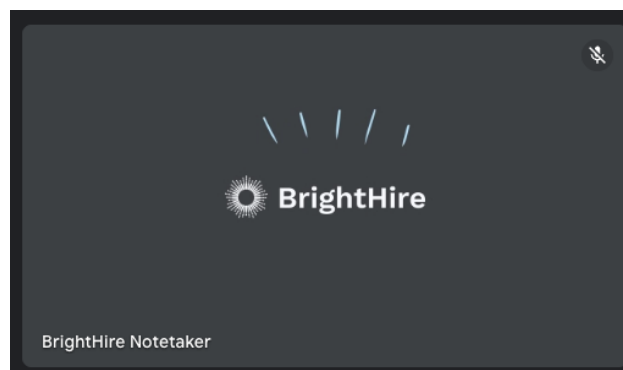
BrightHire helps ensure your interviewers are focused on you, not on taking notes. BrightHire also ensures your interviews are structured and well thought out, giving you the best opportunity to showcase your relevant experience and qualifications.

If you speak with multiple interviewers, BrightHire will help the hiring team coordinate to give you a great experience. It'll be much less likely you'll be asked to "Tell me about yourself" four times in four interviews. BrightHire will help your interviewers recall important details about your experience and qualifications - so they aren't simply relying on their notes and recollections.

How will I know the interview is recorded?

You will always know that the interview is being recorded.

- If your interview is over the phone, you may hear an audio message announcing the call is being recorded or the interviewer will say the interview is being recorded.
- If the interview is being conducted over a video conference system, you'll likely see another participant in room besides yourself and the interviewer which is the "BrightHire Notetaker" (see image below)
- The BrightHire Notetaker will disclose in the chat *"This interview is being recorded so we can focus on the conversation"*
- Other recording disclosures you may see are a visual recording notification (e.g. a red recording button) or an audio message.



Can I choose to opt out of my interview without being recorded?

Yes! You will receive an email prior to your first interview with a link allowing you to opt out of being recorded. Alternatively, you may get this opt out link directly in your calendar invite or other communication from the company you are interviewing with. If you didn't see the link, please let us know you'd like to opt out [here](#) or at the start of your interview. ***Please note:** you must opt out with the email address associated with your SoFi application.

You can also at any time during the interview, say that you would prefer to not to be recorded. Choosing not to be recorded will have no impact on your candidacy for the role.

Who will be able to review my interview?

In the same way companies decide who can view interview feedback and notes, BrightHire gives recruiting leaders detailed controls and permissions to ensure only the right people have access to your interview.

How long will the company hold on to my interview?

At SoFi, we will retain your recorded interview(s) for up to 30 days after the interview has completed. We hold on to interviews to ensure our hiring team doesn't miss anything about your qualifications and experience, and so we can pick up conversations with you where they left off.

Is my interview secure?

SoFi and BrightHire take the responsibility of securing your information very seriously and use a variety of industry-standard technologies, including being SOC-2 compliant and preventing unauthorized access, disclosure, use, and loss.

Will BrightHire make a judgement about my qualifications for the role?

No. BrightHire is built to help *people* make better, less biased hiring decisions. We do not use AI or provide any judgement on the interview itself. The platform may analyze your interview to help your interviewer recall important moments, but BrightHire does not attempt to automatically determine if you're the right candidate by evaluating your words, voice, or video - that's the interviewer's job.

Does BrightHire use interview recordings to do any AI training of internal models?

BrightHire does not use interview recordings to do any AI training of internal model.