

Indeed Transparency Report

Jan. 1 - Jun. 30, 2020

Highlighting how we help people get jobs
by protecting the job seekers and employers
who use Indeed



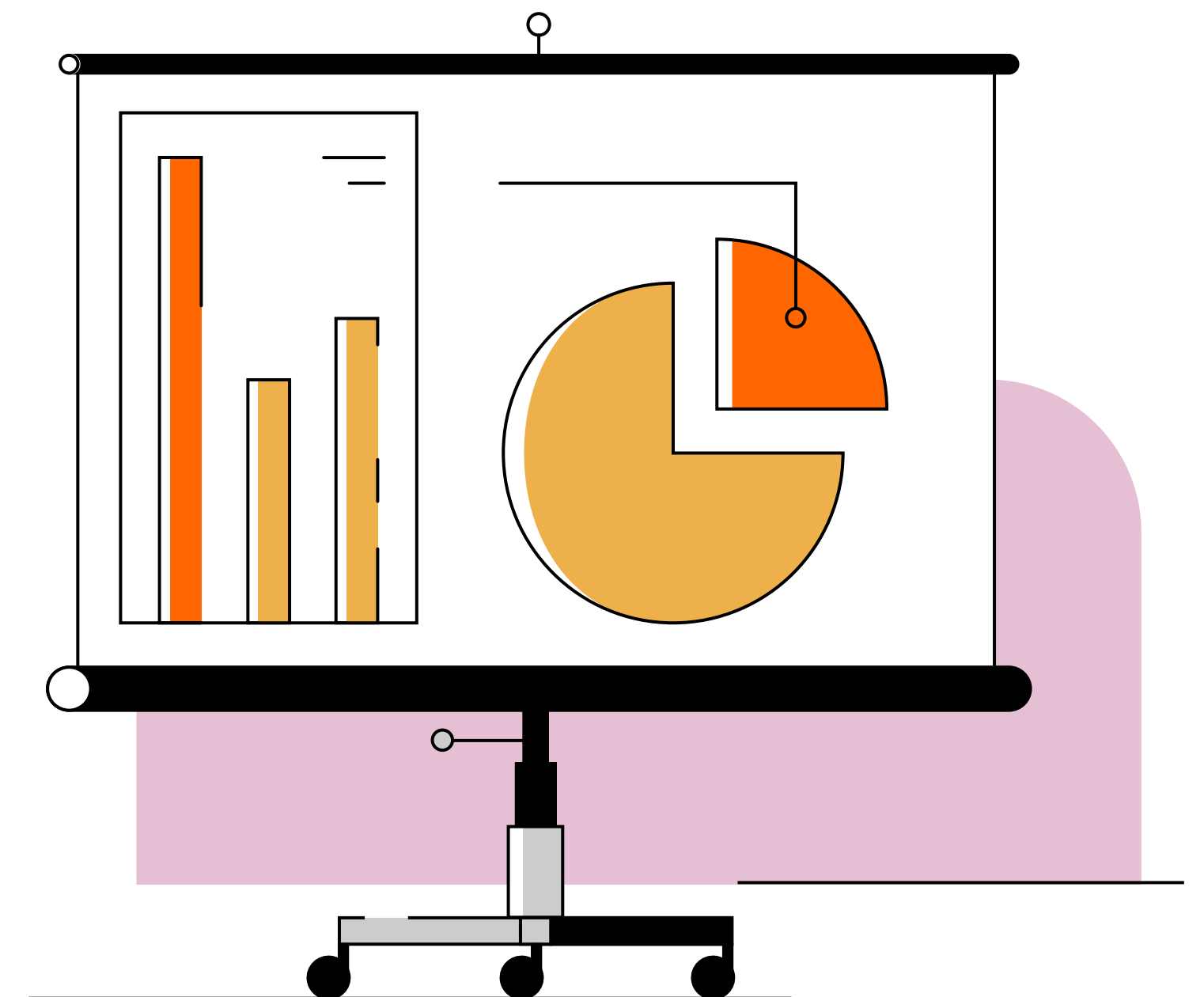
As the world’s #1 job site, Indeed is committed to helping people get jobs.¹ With every decision we make, we ask ourselves, **“What’s best for the job seeker?”** in service of making it faster, easier and more enjoyable for people to get a job. Our job seeker-first mentality ultimately benefits employers, as well, by getting the right people in the right jobs, quickly.

We greatly value **the trust that 250 million unique visitors place in us** during critical stages of their career development and business growth.² This first edition of the Indeed Transparency Report highlights the ways in which we protect the privacy and security of our job seekers and employers. All data found in this report is from January 1 to June 30 and covers such topics as:

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¹Source: Comscore, Total Visits, March 2020. ²Source: Google Analytics, September 2018



Security

As Indeed's first layer of defense from potential threats, the Security team works closely with Indeed's Product teams to protect job seekers and employers on our site in many ways, including by...

[Blocking bots and malicious requests](#)

[Running a bug bounty program](#)

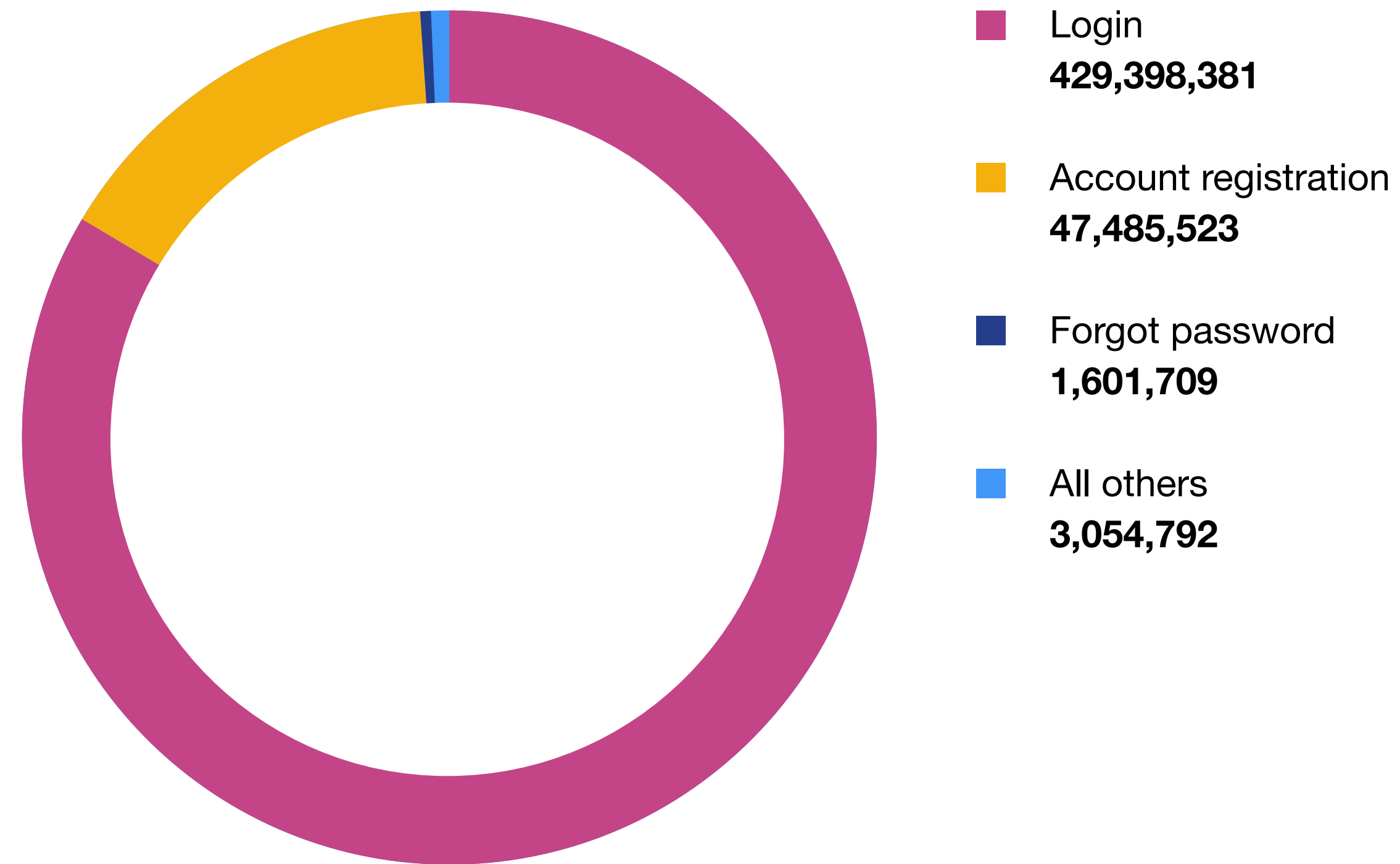
Blocking malicious traffic

Security uses a multi-layered system of defenses to detect and mitigate malicious traffic on Indeed, which primarily takes the form of bots, in addition to some human fraudsters.

Malicious bots are automated programs that can steal personal data, register fake accounts and otherwise abuse our platform. Indeed has implemented automated strategies that leverage network reputation, anomaly detection and other machine learning solutions to distinguish between human users and bots, blocking the latter before they infiltrate Indeed's platform.

Malicious requests are human-directed attacks on a network, through which bad actors attempt to compromise user accounts to perpetrate fraud. Though Indeed believes that most people on the Internet have good intentions, we strive to block those who don't by using technology to determine the origin and intent of requests into our system.

Where malicious traffic gets blocked

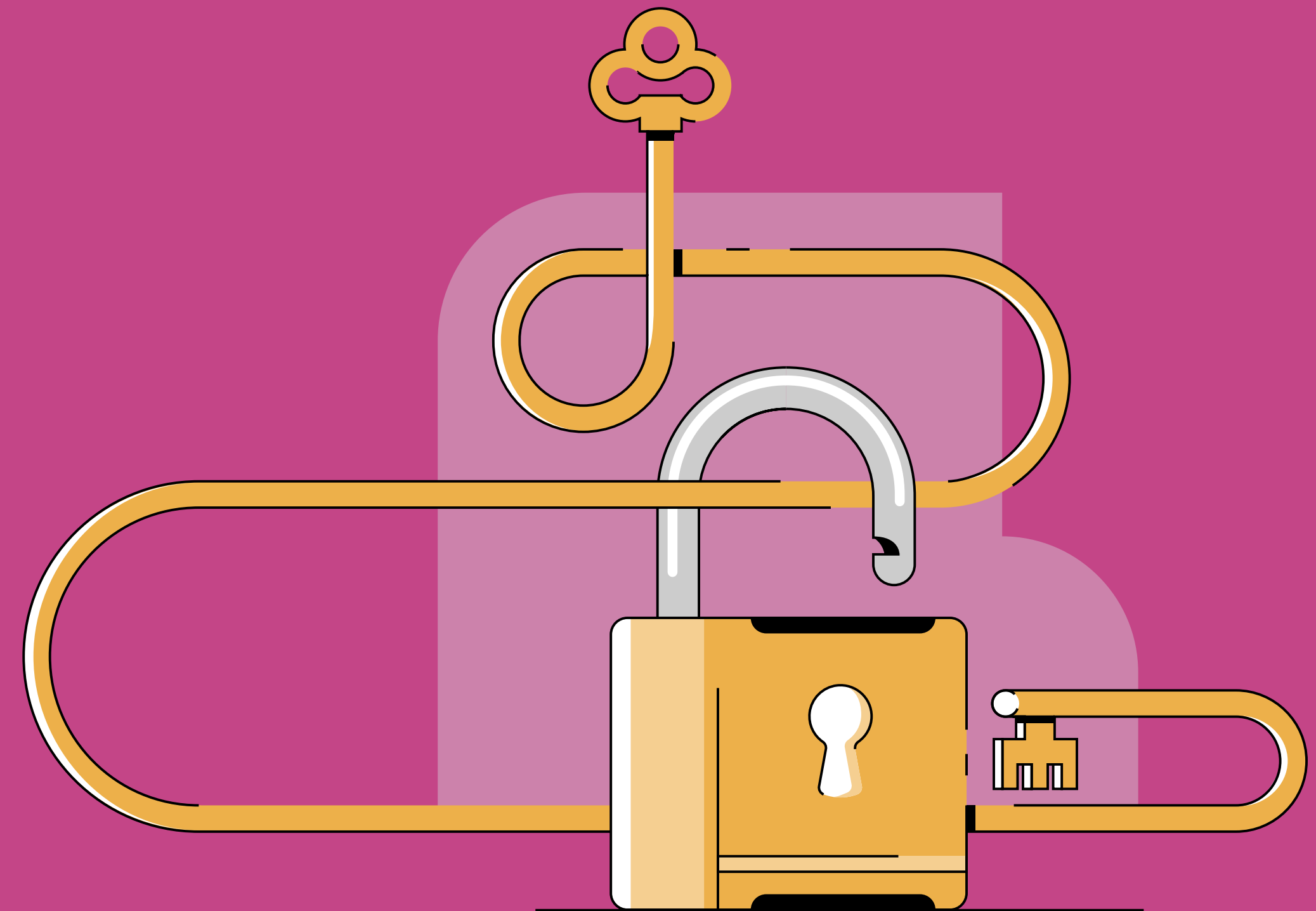


Running a bug bounty program

Six years ago, as part of our long-standing commitment to security, Indeed established both public and private [bug bounty programs](#), through which over 2,000 researchers flag potential gaps in our systems in exchange for compensation (up to \$10,000).

By crowdsourcing this information from third-party researchers, Indeed is able to focus its internal resources on resolving the identified vulnerabilities.

	Public	Private	Totals
Unique submissions	540	135	675
Validated and accepted	73	36	109



Search Quality

As Indeed's second line of defense, the Search Quality team strives to protect job seekers and employers from outstanding instances of fraud and spam by automatically and manually...

Identifying and removing fraudulent accounts

Identifying and removing low-quality job postings

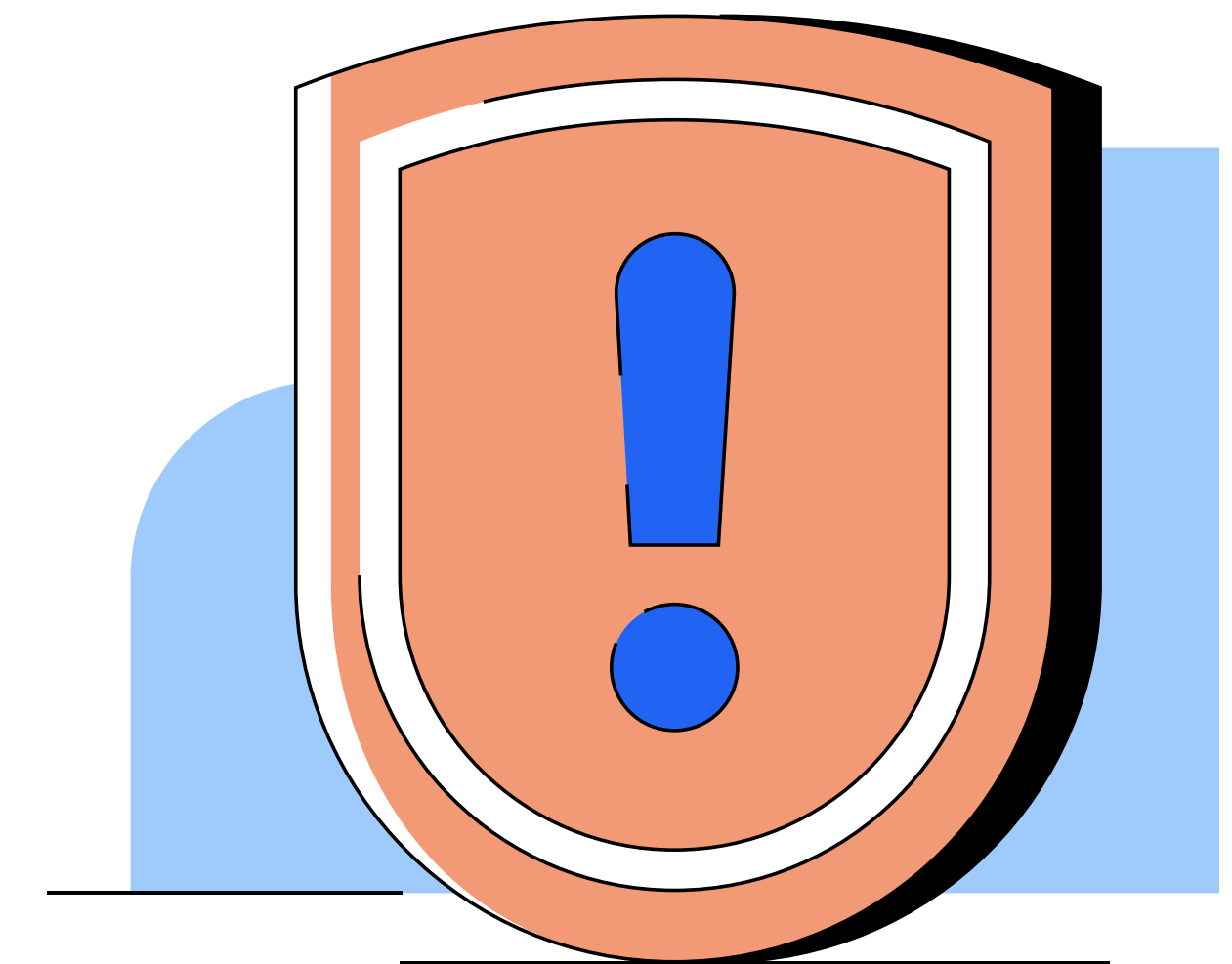
What's the difference between fraud and spam?

Indeed defines **fraud** as accounts or job postings that target job seekers or employers with malicious actions or law-breaking activities.

Indeed defines **spam** as accounts or job postings that may violate our quality [policies](#) and/or [guidelines](#).



- Accounts removed due to spam
281,614
- Accounts removed due to fraud
152,235



Identifying and removing fraudulent accounts

Indeed uses automatic and manual means of identifying and removing fraudulent accounts from our site as quickly as possible. We put rules in place to flag potentially risky accounts for review by our moderators, and our Search Quality team proactively uses various tools and subject matter expertise to manually identify any accounts that the automatic system may miss.

Users can also identify and [report](#) potentially fraudulent accounts, which our moderators swiftly review and remove if they are found to be in violation of [our policies](#).

Through these automatic and manual means of identifying fraudulent accounts, Indeed is able to minimize their impact on our users, especially job seekers who do not then put themselves at risk by engaging with fraudulent employers.

Total fraudulent accounts removed

Proactively identified and removed



Identified and removed due to user report



0 25,000 50,000 75,000 100,000 125,000 150,000

Speed of removal

Removed in four days or less



0 25,000 50,000 75,000 100,000 125,000 150,000

Identifying and removing low-quality job postings

Indeed also works in the best interest of job seekers by striving to ensure that the jobs posted on our site are of the highest quality possible. In order to remain visible on the site, postings must offer open jobs (not training opportunities, expired positions, etc.), provide a detailed and accurate description of the role and be free of vulgar or illicit content, in addition to meeting other criteria outlined [here](#).

As with fraudulent accounts, we have triggers in place that automatically flag postings that may not meet our standards for manual moderation. If a posting can be fixed, we will provide the employer with feedback and direct them to the [Employer Help Center](#) to help them do so. Additionally, users can flag any roles they deem problematic through the “report job” link at the bottom of any job posting. We use these reports to continuously improve our policy enforcement.

Top job policy violation categories

Post has been manipulated to improve search position



Poor application experience



Low quality post (i.e. job title does not match job description)



Inconsistent income opportunity



Fees required from job seeker



0

25,000

50,000

75,000

100,000

125,000

Data Privacy and Legal

The Indeed Privacy team protects job seekers and employers by managing access to their data; a few of the many ways in which they do so include...

[Facilitating Data Subject Right \(DSR\) requests](#)

[Processing government and law enforcement requests](#)

Facilitating Data Subject Right (DSR) requests

In compliance with privacy laws like the General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA), we respond to requests from users regarding their personal data. These Data Subject Right requests typically fall into one of two categories:

Access requests

Individuals are able to access most of their personal data on Indeed by visiting the site. Upon request, Indeed also gathers the personal data it holds on an individual and generates a report that allows them to access this data.

Deletion requests

Indeed gathers the personal data it holds about an individual and, subject to certain limitations under applicable laws, deletes this data from Indeed's systems. This action also closes the individual's Indeed account.

	Totals
Access requests	2,978
Deletion requests	23,567



Processing government and law enforcement requests for information

Indeed receives information requests for user data from government and law enforcement agencies worldwide. In striving to comply with local laws while also protecting our users' privacy, we produce information only when data protection or other laws require it.

Examples of government and law enforcement agencies include: US Department of Justice, State Workers Compensation, and police departments. These requests may be in the form of a subpoena, court order or warrant.

Please note, we may not produce information for various reasons, including:

- + Requests that do not comply with data protection laws
- + Requests where we are not provided a unique identifier and so cannot accurately search our systems for an account
- + Requests where Indeed has no user account information
- + Requests that are overly broad and that Indeed cannot narrow after consultation with the requesting party
- + Requests that were withdrawn by the requesting party

Indeed may object to these types of official requests through court procedures or by direct communication with the party.



Processing government and law enforcement requests for information (cont'd)

Number of requests by country

Requests for information can originate from any country in which we operate. However, the account information in question may exist elsewhere and, therefore, require the request to be rerouted to the appropriate location. This chart reflects the country from which the request was originally submitted.

Rate of production

“Rate of Production” shows the percentage of cases for which Indeed provided user information to government agencies or law enforcement in response to an official request.

Number of accounts impacted

Indeed may receive one request for multiple accounts. This data reflects the number of accounts for which some information has been produced. The type and amount of information produced may vary by request.

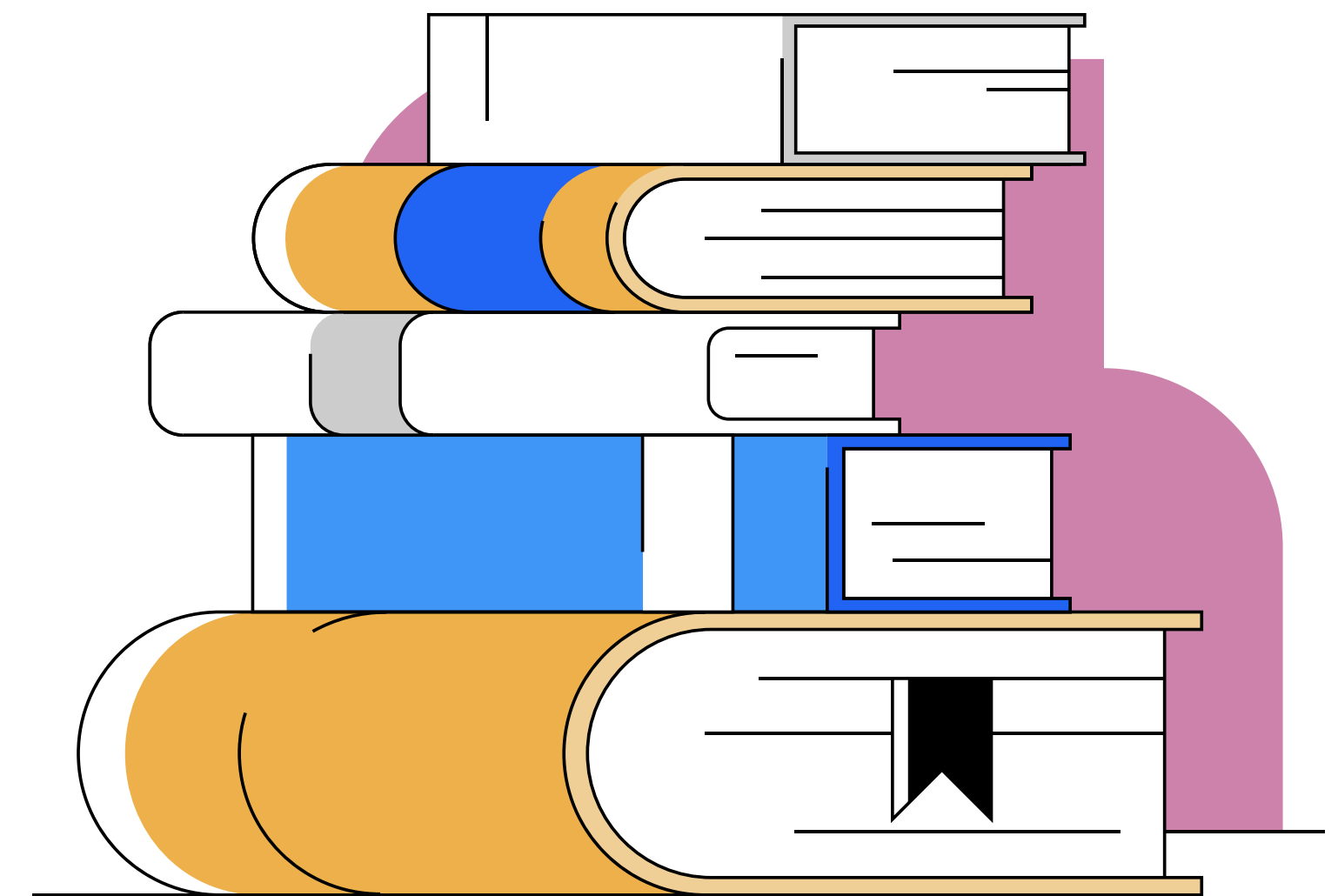
Country	No. of requests	No. of productions	Rate of production	Accounts impacted
United States	24	13	54%	94
Italy	2	0	0%	0
Singapore	2	2	100%	1
United Kingdom	1	1	100%	2

Additional resources

Indeed lives its mission to help people get jobs every day by ensuring job seekers and employers can safely search for the right position and candidate.

For more information on our efforts to help guarantee the validity and relevance of our job content, as well as the security and privacy of our users, please explore the following resources:

- + [HR Tech Privacy Center](#)
- + [Cookies, Privacy and Terms of Service](#)
- + [Job Seeker Help Center](#)
- + [Employer Help Center](#)
- + [Indeed Security](#)



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