

HEIDRICK IMMERSIVE

Frequently Asked Questions

OVERVIEW

What is the Immersive Agility Assessment?

The Immersive Agility Assessment is an interactive, scenario-based experience in which artificial intelligence ("AI") is used to simulate real-world situations to evaluate a participant's agility, including problem solving, curiosity, connections, and resilience, using clearly defined criteria. It is designed to reflect job-relevant challenges and produce structured, explainable insights.

How does the AI interact with participants?

AI-powered agents present prompts, ask dynamic follow-up questions, and adapt to participant inputs to create a realistic, conversational interaction.

DATA COLLECTION, ACCESS, STORAGE & PRIVACY

What data do we collect during the assessment process?

The following data is collected for assessment access and reporting purposes:

- Name
- Business contact details (e.g. email address)
- Role/title

The following data is collected in the course of the assessment:

- Audio recording of the assessment
- Transcript
- Assessment metadata (e.g., information about how the assessment is completed, such as timing, interaction flow, and system-generated logs that support scoring and quality assurance)
- Optional demographic survey responses
- Scoring outputs

Who Has Access to Participant Data?

Heidrick: Access to participant data is limited to those who need it to deliver client services (e.g., dedicated client teams, support staff, and subject matter experts).

Client: Participant-level and aggregate reports are distributed in accordance with agreements established at the start of the engagement. Participants are informed of these parameters before completing the assessment

Where is Participant Data Stored?

Participant personal data is stored within Amazon Web Services (AWS) and Snowflake, Heidrick's secure storage systems. Data centers are located in the United States.

Do third parties have access to participant data?

Heidrick & Struggles leverages the following third-party service providers to support and operate the Immersive Agility Assessment platform:

- *Amazon Web Services (AWS):* Cloud infrastructure and hosting
- *Snowflake:* Data warehousing and analytics platform
- *Supabase:* Database and file storage services
- *ElevenLabs (powered by OpenAI):* Voice agent and language model integration
- *Deepgram:* Real-time speech-to-text and live captioning
- *PostHog:* Observability and user behavior analytics

HEIDRICK IMMERSIVE

Frequently Asked Questions

Continued: DATA COLLECTION, ACCESS, STORAGE & PRIVACY

Is Heidrick a Data Controller or a Data Processor?

Heidrick acts as a Data Processor. This means we process and manage assessment data on behalf of our client (the organization you are completing the assessment for), who determines how and why the data is used.

Can I Find Heidrick's Privacy Notice?

<https://www.heidrick.com/about/privacy-policy>

Do you transfer data internationally?

Yes. Heidrick utilizes third party service providers that store data in the following jurisdictions: United States, United Kingdom, European Union (EU).

When required by law, Heidrick utilizes the following transfer mechanisms: Standard Contractual Clauses ("SCCs") and Data Privacy Framework ("DPF") certification.

SCORING, REPORTING & RESPONSIBLE AI

How does assessment scoring and reporting work?

Heidrick scores assessments and generates reports using a rigorous two-step method designed to ensure accuracy, fairness, and scientific integrity.

Reporting: Assessor-assigned competency and drive factor scores are automatically compiled into individual reports. These results are integrated with other validated psychometric measures to provide a comprehensive view of each leader's capabilities, potential, and impact.

All reports are reviewed for accuracy and consistency before delivery. To maintain fairness and scientific rigor, Heidrick's scoring process is regularly audited and monitored for reliability, inter-rater consistency, and potential bias. This continuous review ensures that assessments remain psychometrically sound and aligned with the firm's standards of excellence and ethical assessment practices

How does this align with Heidrick's responsible AI principles?

The assessment development, scoring, and reporting process follows Heidrick's AI Compliance Program principles of transparency, accountability, ethics and compliance, privacy and security, fairness, and AI literacy.

Additionally, Heidrick ensures that humans are in the loop at every step of the process to support accuracy and minimize bias.

How do you address fairness, bias, and explainability in scoring?

Fairness, bias, and explainability are addressed through careful data design, model testing, and ongoing monitoring. Heidrick applies responsible AI principles by:

- Using diverse and representative training and testing data
- Conducting subgroup and error analyses to detect and mitigate bias
- Applying transparent, interpretable NLP models
- Reviewing scoring outputs regularly to ensure consistent and explainable results
- Continuously monitoring to support accountable and transparent AI use across assessment cycles

HEIDRICK IMMERSIVE

Frequently Asked Questions

Continued: SCORING, REPORTING & RESPONSIBLE AI

How are results shared?

Heidrick typically provides a report that includes assessment score summaries and narrative insights aligned to agility constructs. These are shared in accordance with the client's reporting scope and access controls.