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Artificial Intelligence Transparency Notice

ADP uses artificial intelligence systems that include generative and traditional machine learning components. Specifically, in providing facts about your company or in surfacing answers about how to perform functions within the product, ADP relies on AI systems to help provide the narrative response, generate insights, make predictions, provide feedback, and provide initial drafts of certain documents (including job descriptions) for practitioner review. The AI system acts on ADP's extensive knowledge database, based on real interactions, as well as your company-specific data to develop these answers. The AI system is constrained to specific use cases in the types of questions it can answer. ADP uses rigorous methods to safeguard privacy and keep client data secure in a non-public environment. ADP provides ongoing human oversight to address data security, validity of outcomes, and protection against bias in all our AI systems. Users should validate any AI-generated content to ensure it is accurate, relevant, and complete for your company's purposes.

Profile Relevance FAQ's

Employers who post jobs on ADP's recruiting platforms may refer to an applicant's Profile Relevance ratings. Profile Relevance relies on artificial intelligence and machine learning to provide an initial comparison of an applicant's experience, role, and skills against the requirements in the job description. This is intended to be one of many factors that a potential employer will review in making its interview decisions; there are no cut-off ratings and all applications remain visible to employers. Candidates who opt out will have their rating listed as "Not available." These FAQs provide additional information about the data these tools collect, store, and retain, and the results of the most recent impartial evaluations of these tools.

1. What is Profile Relevance?

ADP's Profile Relevance tool uses artificial intelligence and machine learning algorithms to conduct an initial review of an application, and are designed to be utilized by employers as one tool, among others, in the hiring process. Specifically, Profile Relevance conducts a mathematical assessment of how close the experience, role history, and skills on an applicant's resume match the requirements on the relevant job description.

This process quantifies the "relevance" between the applicant's resume and the job posting. The Profile Relevance model leverages several machine learning models including JobBERT-v3 and OpenAI's text-embedding-3-large.

The ratings are intended to be used as one of many factors by an employer in determining who to advance to the next round in the hiring process. Profile Relevance is not intended to replace human judgment during any step of the recruitment process. Profile Relevance is designed so that there are no cut-off scores that would eliminate applicants from being visible to employers in the user interface. Employers are provided access to all applications, enabling them to make human decisions on which candidates to pursue.

2. How is the Profile Relevance rating determined?

The Profile Relevance model first parses the information concerning the experience, previous job titles (role), and skills contained in the applicant's resume or application and in the relevant job description. This information is formatted to allow a mathematical assessment to be conducted of how close the applicant's experience, role, and skills match those found in the relevant job description. Profile Relevance does not extract or utilize the applicant's name, address, race, ethnicity, gender or protected demographic information. The Profile Relevance model creates three sub-scores indicating how close the applicant's experience, role, and skills match those found in the job description. The three scores are then weighted to create the Profile Relevance rating: "excellent match", "good match", "fair match", "low match". In addition to the Profile Relevance rating, clients will also see the rating for each score. The ratings are intended to be used by an employer as only one tool, among others, to aid in the selection of whom to interview or prioritize during the hiring pipeline.

3. What data does Profile Relevance collect and what are ADP's retention policies regarding the information?

Type of Data Collected	Collected from	Retention Policy
Resume data	ADP Workforce Now Recruitment or ADP Recruitment Management	Three years
Job descriptions	ADP Workforce Now Recruitment or ADP Recruitment Management	Three years

4. Is Profile Relevance an automated employment decision tool covered by New York City Local Law 144 ("the NYC Ordinance") or similar laws?

Profile Relevance is not intended by ADP to be relied upon solely by employers in making employment decisions and is not meant to substantially assist or replace discretionary decision making in employment decisions. Moreover, Profile Relevance is not intended to be used as a criterion that is weighted more than any other criterion in making employment decisions and is not intended to be used to overrule conclusions derived from other factors, including human decision-making. Profile Relevance is intended to be one source of assistance in helping to prioritize candidates selected for next steps. Experience, role, and skills must be evaluated and validated by employers through person-to-person interviews and background checks, among other things.

Profile Relevance is not intended to replace human judgment during any step of the recruitment process and is designed in such a way that there are no cut-off ratings that would eliminate candidates from being visible to employers in the user interface. Employers are thereby provided access to all candidates, enabling them to make human decisions on which candidates to pursue.

If Profile Relevance is used as intended by ADP, ADP does not believe Profile Relevance to be an automated employment decision tool as defined by the New York City Ordinance, its related final rules, or similar laws. Nothing herein is intended to be a legal opinion and does not constitute legal advice. You should consult with an attorney before taking any action in reliance on the information provided herein including whether Profile Relevance is an automated employment decision tool.

5. Can applicants opt out of having their resume reviewed by Profile Relevance? What happens if someone opts out?

All applicants are included in the applicant queue for a recruiter to review. Individuals applying through ADP's recruiting platforms can choose not to have their application reviewed by Profile Relevance. Each opt-out choice is job-specific and opts the candidate out for the specific job posting only. For applicants who have chosen to opt out, their score will be listed as "Not Available," which is the same indicator used if a relevancy score is unavailable for reasons other than opt-out (e.g., technical issues, poor resolution on resume pdf, etc.).

6. Did ADP conduct a bias audit on Profile Relevance for purposes of this pilot?

Yes. At ADP integrity is everything and is at the foundation of how we design and develop our solutions and services. If used as intended, Profile Relevance does not make any decisions or exclude any applicants. Nonetheless, ADP is committed to ensuring that transparency and accountability is embedded in ADP's offerings. The Profile Relevance algorithm is an enhancement to an existing algorithm, which has been reviewed by independent auditors who concluded that no valid statistical evidence of bias is present in the scoring produced by Profile Relevance.

In advance of this pilot, we conducted internal tests on over 48,000 resumes to identify the scoring rates and impact ratios based on sex and race/ethnicity and the intersection of sex and race/ethnicity. The results are as follows:

Sex Categories			
	Applicants	Selection Rate	Impact Ratio
Male	22,581	83.4%	1.000
Female	25,480	81.2%	0.974
Unknown Gender	587	--	--

Race/Ethnicity Categories			
	Applicants	Selection Rate	Impact Ratio
Black or African American	15,329	83.1%	1.000
Hispanic or Latino	9,573	82.2%	0.989
Asian	1,630	82.0%	0.987
White	21,051	81.8%	0.985
Unknown Race/Ethnicity	0	--	--

Intersectional Categories				
		Applicants	Selection Rate	Impact Ratio
Female Female Female Female	Asian	941	82.6%	0.972
	Hispanic or Latino	4,949	82.3%	0.968
	Black or African American	8,493	81.6%	0.960
	White	10,863	80.6%	0.948
Male Male Male Male	Black or African American	6,836	84.9%	1.000
	White	10,188	83.2%	0.980
	Hispanic or Latino	4,624	82.1%	0.966

	Asian	689	81.1%	0.955
Unknown Intersectional		587	--	--

Additional testing will be completed by independent auditors immediately following the pilot period. Nothing in these FAQ's should be taken as a guarantee that a particular client's use of Profile Relevance will never result in adverse impact or bias, and Profile Relevance is not intended to replace human judgment during any step of the recruitment process.

ADP's Commitment to Ethical Artificial Intelligence

For more information about ADP's commitment to ethical artificial intelligence please refer to <https://www.adp.com/about-adp/artificial-intelligence.aspx>. For any questions or inquiries, please contact AIEthics@adp.com.