

LinkedIn Talent Hub & Microsoft Office 365: Technical Implementation, Security, and Privacy Guide

This document describes the technical implementation, security, and privacy settings for LinkedIn Talent Hub Interview scheduling, Availability sharing, and OneInbox with Microsoft Office 365 (including on-premise hybrid deployments), your calendar/email provider.

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Technical requirements for enablement

- Products Required:
 - LinkedIn Talent Hub
 - Microsoft Office 365 (including on-premises hybrid deployments)
 - Microsoft on-premises hybrid deployments requires Exchange 2016 Cumulative Update 3 – CU3 with Microsoft Graph and later (details on hybrid deployments): https://developer.microsoft.com/en-us/graph/docs/concepts/hybrid_rest_support#requirements-for-the-rest-api-to-work-in-hybrid-deployments
- Licenses required for initial enablement and Interview scheduling enablement:
 - Interview scheduling for organization: LinkedIn Talent Hub license with Administrator privileges
- License required for Availability sharing and OneInbox (requires initial enablement) for user:
 - LinkedIn Talent Hub License

Summary of LinkedIn Talent Hub Interview scheduling, Availability sharing, and OneInbox

Note: “User”, also referenced as “interviewer”, refers to a LinkedIn Talent Hub license holder who is an employee of the organization, while “Candidate”, refers to the individual being interviewed.

LinkedIn Talent Hub Interview scheduling allows the seamless calendar scheduling of candidate interviews for a set of interviewers (users) based on user availability. For LinkedIn Talent Hub Interview scheduling, LinkedIn Talent Hub calls an API in real-time to fetch and display free busy information and does not persistently store free/busy information.

LinkedIn Talent Hub Availability sharing allows a user to share their calendar with a candidate and seamlessly schedule and confirm interviews. Availability sharing requires individual user authentication to enable LinkedIn Talent Hub to view users’ free/busy calendar information and schedule interviews. For LinkedIn Talent Hub Availability sharing, LinkedIn Talent Hub calls an API in real-time to get free-busy information.

LinkedIn Talent Hub OneInbox aggregates emails and InMails between a recruiter and candidate, bringing hiring communication together in one place. Recruiters can share this communication with other members of the hiring team, if needed. OneInbox requires user authorization which enables read-only access to candidate emails only. For OneInBox, LinkedIn Talent Hub calls an API in near real-time and only stores specific candidate and user email information – LinkedIn Talent Hub does not store a complete copy of the user’s inbox. LinkedIn does not share the information and data used in this process with anyone outside of your organization.

Interview scheduling & calendar: product design, APIs, admin/user authorization, and permissions

The LinkedIn Talent Hub Interview scheduling feature requires you to create a service account through your Microsoft Outlook 365 account.

The LinkedIn Talent Hub Interview scheduling feature was built to ensure that when scheduling interviews LinkedIn Talent Hub:

- Requests the most limited set of permissions from calendar providers necessary to provide scheduling functionality
- Stores only the limited amount of data necessary to provide effective scheduling functionality
- Verifies free/busy times and the scheduler bot sends a calendar invitation to the user – the user maintains the ability to accept or decline
- Is fully GDPR compliant (see Certifications and compliance standards for more information)

To provide scheduling functionality via our Interview scheduling feature in LinkedIn Talent Hub, LinkedIn Talent Hub needs to request access to user's calendars through the free/busy API in-real time. LinkedIn Talent Hub does not request user permissions for Interview scheduling. For Microsoft Office 365, LinkedIn Talent Hub queries for free/busy timing in real-time and does not store any data.

Once the free/busy query (via a scheduling bot) establishes an open schedule time, LinkedIn Talent Hub sends an interview invitation directly to the recipient that can be accepted or declined for the scheduled interview time.

For Microsoft, LinkedIn Talent Hub requests the Calendars. ReadWrite permission scope for the Scheduler bot. More information on these permission scopes can be found here:

- Microsoft Graph
(<https://docs.microsoft.com/en-us/graph/permissions-reference#calendars-permissions>)

For reference, to access the data necessary to provide scheduling functionality, LinkedIn Talent Hub uses the following APIs:

- Microsoft Office – Outlook
 - Get event (via bot)
<https://docs.microsoft.com/en-us/graph/api/event-get?view=graph-rest-1.0>
 - Create event (via bot)
<https://docs.microsoft.com/en-us/graph/api/user-post-events?view=graph-rest-1.0>
 - Update event (via bot)
<https://docs.microsoft.com/en-us/graph/api/event-update?view=graph-rest-1.0>
 - Delete event (via bot)
<https://docs.microsoft.com/en-us/graph/api/event-delete?view=graph-rest-1.0>
 - List calendarView (via Admin authorization)
<https://docs.microsoft.com/en-us/graph/api/calendar-list-calendarview?view=graph-rest-1.0>

Availability sharing & calendar: product design, APIs, user authorization, and permissions

The LinkedIn Talent Hub Availability sharing feature requires user authorization to be setup as it provides 1:1 scheduling where a user can share their own calendar availability with a candidate. The LinkedIn Talent Hub Availability sharing feature was built to ensure that when integrating with calendar providers LinkedIn Talent Hub:

- Requires user authorization to make the Availability sharing feature work

- Requests the most limited set of permissions from calendar providers necessary to provide scheduling functionality
- Stores only the limited amount of data necessary to provide effective scheduling functionality
- Is fully GDPR compliant (see *Certifications and compliance standards* for more information)

To provide scheduling functionality via our Availability sharing feature, LinkedIn Talent Hub needs to request access to users' calendars through APIs provided by the calendar provider: Microsoft.

LinkedIn Talent Hub also needs to store limited data about users' calendar appointments setup via Availability sharing. While calendar providers do grant access to several API methods as part of their permissions infrastructure, the Availability sharing feature uses only a limited set of those methods.

LinkedIn Talent Hub stores as little data as possible about a user's calendar, and instead relies on calendar providers' APIs to query calendar information in real-time. However, LinkedIn Talent Hub does need to store the following types of data to provide this feature:

- Basic information about users who sync their calendar, such as name, email address, time zone, and preferred meeting hours
- Details about each availability link that a user shares with a member like when that link was created and who it was shared with
- Details about events scheduled through the feature, such as the time of the event, the participants, and the participant contact information.
- Information about how and when users interact with the feature
- **Important note:** LinkedIn Talent Hub only stores this data with the user's permission

Using Microsoft Office's Calendar APIs, LinkedIn Talent Hub requests permission to read from and write to the user's calendar. LinkedIn Talent Hub requests these permissions on behalf of the user, not on behalf of the entire organization or tenant. This allows LinkedIn Talent Hub to read the user's calendar to determine which times are free/busy and write to the user's calendar to create events when candidates schedule them. The user can always accept or decline the calendar event.

For Microsoft, LinkedIn Talent Hub requests the *Calendars.ReadWrite* permission scope

More information on these permission scopes can be found here:

- Microsoft Graph
(https://developer.microsoft.com/en-us/graph/docs/concepts/permissions_reference#calendars-permissions)

For Microsoft Office, LinkedIn Talent Hub also requests the following default OpenId permissions as part of the request: *offline_access*, *openid*, *profile*, and *email*. These permissions allow LinkedIn Talent Hub to see and store basic identity information (name, email, picture, user name) about the user. However, LinkedIn Talent Hub only stores the email address.

More information about these permissions can be found at https://developer.microsoft.com/en-us/graph/docs/concepts/permissions_reference#openid-permissions.

To access the data necessary to provide scheduling functionality, LinkedIn Talent Hub uses the following APIs:

- Microsoft Office
 - Get event (via bot)
https://developer.microsoft.com/en-us/graph/docs/api-reference/v1.0/api/event_get
 - Create event (via bot)
https://developer.microsoft.com/en-us/graph/docs/api-reference/v1.0/api/user_post_events
 - Update event (via bot)
https://developer.microsoft.com/en-us/graph/docs/api-reference/v1.0/api/event_update
 - Delete event (via bot)
https://developer.microsoft.com/en-us/graph/docs/api-reference/v1.0/api/event_delete
 - List calendarView (via Admin Authorization)
https://developer.microsoft.com/en-us/graph/docs/api-reference/v1.0/api/calendar_list_calendarview

OneInbox & email: product design, APIs, user authorization, and permissions

The LinkedIn Talent Hub OneInbox was built to ensure full visibility to the user and entire hiring team (optional) of all communication with candidates and LinkedIn Talent Hub:

- Requires users to grant permission to read their candidate emails only (see associated Help Center article for further details on permissions)
- Stores a copy of specific candidate and user emails only, which includes the actual email and its header (subject line, body, sender, and recipient).
- Stores only the emails sent and received between a user and a candidate, even though LinkedIn Talent Hub is granted the ability to read all emails sent and received by an authorized user

- Ensures user has complete control over what messages are visible to other members of the company – total user control over what gets shared and what does not get shared
- Provides historical conversations, including if another recruiter has communicated with the candidate in the past, if that user chooses to make those conversations public
- Is fully GDPR compliant, including one-click deletion of all records of data (email)

An asynchronous job will match email threads in the user's email account with the candidates that were engaged in LinkedIn Talent Hub. On the candidate's profile in LinkedIn Talent Hub, LinkedIn Talent Hub displays InMail and email messages between the candidates and recruiting team, using timestamps to organize. LinkedIn Talent Hub maintains read-only access and stores a copy only of emails between candidate and user (LinkedIn Talent Hub does not read or store all emails).

LinkedIn Talent Hub stores a copy of the following types of data to provide this service:

- For candidate and recipient emails only: Inbox time (when email was sent), sender email address, recipient email address, subject of email, body of email
- *Note:* LinkedIn Talent Hub does not store or copy your inbox

Using Microsoft Office's Email APIs, LinkedIn Talent Hub requests permission to read email on behalf of the user using their own authenticated credentials. LinkedIn Talent Hub does not run an email bot on behalf of the entire organization or tenant.

For Microsoft, LinkedIn Talent Hub requests the Mail.Read permission and the User.Read permission scope (Note: These are read-only permissions with no write capability).

More information on these permission scopes can be found here:

- Microsoft Graph
<https://docs.microsoft.com/en-us/graph/permissions-reference#calendars-permissions>

For reference, to access the data necessary to provide email functionality, LinkedIn Talent Hub uses the following APIs:

- Microsoft Office Outlook:
 - Get messages
https://developer.microsoft.com/en-us/graph/docs/api-reference/v1.0/api/event_get
 - User get
<https://docs.microsoft.com/en-us/graph/api/user-post-events?view=graph-rest-1.0>
 All email information (body and subjects) is encrypted.

All communication between LinkedIn Talent Hub and your email/calendar provider, Microsoft Office, is over SSL.

Frequently asked questions (FAQ)

- What if I have additional questions about the information in this document?
If you have additional data, security and privacy questions regarding LinkedIn Talent Hub or the information in this document, please contact us at <https://www.linkedin.com/help/talent-hub/ask>.
- What security measures does LinkedIn use to protect customer data and where is the data being stored?
LinkedIn employs strict access control policies and holds itself to high standards of integrity in handling intellectual property. Our collection and use of member data and customer related data is governed by LinkedIn's privacy policy: <https://www.linkedin.com/legal/privacy-policy>. The imported data always remains private and is never shared with anyone outside of the end user or organization.
- How does LinkedIn authenticate to my Microsoft Outlook instance? How is that communication secured?
LinkedIn Talent Hub uses OAuth for all data integrations to ensure a seamless process in which the member is always in control of their data. For these enablements, LinkedIn doesn't have access to the member's credentials, and the member can revoke the access token at any time either through LinkedIn Talent Hub – My user Settings or through the service provider's application authorization flow (outlined in User enablement). All communication between LinkedIn and your email/calendar provider, Microsoft Office, is over SSL.
- What is the API call frequency between LinkedIn Talent Hub and Microsoft Office – Calendar/Email?
For Interview scheduling, LinkedIn Talent Hub queries free/busy in real-time and only when triggered by the interview scheduler. For Availability sharing, LinkedIn Talent Hub queries free/busy in real-time and only when triggered by interview scheduler. For OneInbox, LinkedIn Talent Hub will sync in near real-time, approximately every 15 minutes (asynchronous).
- Did LinkedIn perform any penetration testing for the method used by LinkedIn Talent Hub?
Yes, LinkedIn completed internal penetration testing of both LinkedIn Talent Hub interview scheduling, availability sharing, and OneInbox and as of date, LinkedIn is not aware of any issues that would compromise the confidentiality and integrity of the data stored on LinkedIn's provider.

- For email, how does LinkedIn Talent Hub ensure it is only using emails between candidate and users?

LinkedIn Talent Hub's algorithm requires a matched pair of candidate and user, while only listening to email headers, not messages (email body). Once LinkedIn Talent Hub finds that matched pair, then, and only then, does LinkedIn Talent Hub save a copy of that email message and associate it to the specific candidate. The message remains private between candidate and user unless the user decides to share it within their organization. This sharing is controlled by LinkedIn Talent Hub and can be revoked at any time. The message can also be made private or deleted at any time.

LinkedIn is a development partner with Microsoft.

Certifications and compliance standards (including GDPR)

- LinkedIn has the following industry standard certifications: PII and PCI
- LinkedIn maintains ISO 27001 & ISO 27018 Certifications
- LinkedIn meets the following compliance standards:
 - TRUSTe's Privacy Seal
 - Privacy Shield Certification

If you have additional data, security and privacy questions regarding LinkedIn Talent Hub, please contact us at <https://www.linkedin.com/help/talent-hub/ask>. To view our Privacy Policy, visit <https://www.linkedin.com/legal/privacy-policy>

For more information about our security practices, visit <https://security.linkedin.com>

Information on the General Data Protection Regulation (GDPR) and LinkedIn Talent Solutions, including LinkedIn Talent Hub, can be found here:
<https://www.linkedin.com/help/linkedin/topics/6701/6703/87076>

