



## Risk Assessment of the FunnelBridge Chatbot According to the EU AI Act

### *Context and Functionality of the Chatbot*

The FunnelBridge chatbot is designed to assist applicants in completing application forms for the career pages of our clients. This assistance is provided via WhatsApp and includes the following features:

1. **Form Completion Support:** The chatbot guides applicants by asking the same selection questions and requesting the same documents as the original application form on the applicant tracking system (ATS). The sequence of these queries mirrors that of the ATS.
2. **Data Handling:** All collected data is transmitted unprocessed and without evaluation directly to the ATS.
3. **Language Translation:** For applicants preferring a different language than the one used on the career page, the chatbot offers an optional translation feature. This functionality allows for the translation of application form questions and job description content within the WhatsApp chat. The translation feature can be disabled if desired.

### *Risk Classification Under the EU AI Act*

The EU AI Act categorizes AI systems into four risk levels: prohibited, high-risk, limited risk, and minimal risk. Based on the functionality and use case of the FunnelBridge chatbot, the following assessment is provided:

1. **Prohibited AI Practices:**
  - a. The FunnelBridge chatbot does not fall under the prohibited category, as it neither manipulates individuals' behavior nor exploits vulnerabilities in a manner that could harm individuals or society. The chatbot's purpose is strictly supportive and non-intrusive.
2. **High-Risk AI Systems:**

- a. According to the EU AI Act, AI systems used in recruitment processes are considered high-risk if they evaluate, rank, or make decisions about applicants. Since the FunnelBridge chatbot does not perform any form of evaluation, ranking, or decision-making and solely transmits data to the ATS, it does not qualify as high-risk.
3. **Limited Risk AI Systems:**
    - a. The chatbot may fall under the limited-risk category due to its optional translation feature. This feature could potentially introduce minor inaccuracies in translations that might lead to misunderstandings, though these risks are minimal and mitigated by the optional nature of the feature.
  4. **Minimal Risk AI Systems:**
    - a. The primary functionality of the chatbot—guiding applicants and transferring data—poses minimal risk to individuals, society, and fundamental rights. It adheres to established application processes and does not independently interpret or alter data.

### ***Risk Mitigation Measures***

To ensure compliance and user safety, the following measures have been implemented:

- **Data Integrity:** The chatbot transmits data in its original form without alterations, ensuring no biases or inaccuracies are introduced.
- **Control:** Clients can disable the translation feature if desired, ensuring complete alignment with their requirements.

### ***Overall result***

The FunnelBridge chatbot, as described, aligns with the EU AI Act's requirements and can be classified as a minimal to limited-risk AI system. Its supportive role in the recruitment process, combined with strict adherence to transparency and data handling standards, ensures it does not pose significant risks to individuals, society, or fundamental rights.