

Privacy Policy

WHAM (Newcastle) Ltd trading as WHAM Hospitality Recruitment

Last updated: August 2026

WHAM Hospitality Recruitment is committed to protecting your personal information and handling it responsibly, transparently and in accordance with UK data protection law.

This Privacy Policy explains how we collect, use, store and share personal information when you visit our website, contact us, use our recruitment services, apply for roles, engage with us as a candidate, or work with us as a client or business contact.

1. Who we are

WHAM Hospitality Recruitment is part of WHAM (Newcastle) Ltd.

For the purposes of UK data protection law, WHAM (Newcastle) Ltd is the data controller for the personal information we collect and use.

If you have any questions about this Privacy Policy or how your personal information is handled, you can contact us at:

Email: mark@whamhospitalityrecruitment.com

Company: WHAM (Newcastle) Ltd / WHAM Hospitality Recruitment

2. What this policy covers

This policy applies to personal information we collect and use in connection with:

Our website.

Candidate applications and enquiries.

Recruitment searches and candidate outreach.

Client enquiries and client recruitment assignments.

Business development and professional networking.

Supplier, partner and general business communication.

It covers information collected directly from you, information provided by third parties, and information collected from publicly available sources where relevant to our recruitment or business activities.

3. Personal information we collect

The personal information we collect will depend on your relationship with us.

Website visitors and general enquiries

We may collect:

Your name.

Your email address.

Your phone number.

Your business name or employer.

Information you provide when completing a website form or contacting us.

Technical information about your use of our website, such as cookies, IP address, browser type, device information and website usage data.

Candidates and job seekers

If you are a candidate, applicant or potential candidate, we may collect:

Your name and contact details, including email address, phone number and location.

Your CV, work history, qualifications, training, skills and experience.

Information about your current or previous employment, including job title, employer, salary information, notice period and reasons for seeking a new role.

Your job preferences, including preferred locations, salary expectations, working pattern, role interests and career aspirations.

Notes from conversations, meetings, interviews, applications, screening calls and other recruitment-related communication.

Feedback from clients, interviewers or referees where relevant.

Information you provide when applying for a role or registering your interest in future opportunities.

Records of your consent, including whether you have agreed for us to hold your details, contact you about future roles or share your CV or profile with a specific client.

Information needed to assess your suitability for a role or manage a recruitment process.

Where relevant, information relating to your right to work, availability, references, offers, placements and start dates.

We may also process limited special category information where it is relevant and lawful to do so. This may include information relating to health, disability or reasonable adjustments, where you choose to provide this information or where it is necessary for a recruitment process. We will only use this type of information where necessary and with appropriate care.

Clients and business contacts

If you are a client, prospective client, supplier, partner or business contact, we may collect:

Your name.

Your job title.

Your business name.

Your work contact details.

Details of your enquiry or recruitment requirement.

Information relating to meetings, calls, proposals, agreements, invoices and services provided.

Professional communication and relationship history.

4. How we collect personal information

We may collect personal information directly from you when you:

Visit our website.

Submit an enquiry form.

Send us your CV.

Apply for a role.

Contact us by email, phone, LinkedIn, WhatsApp, website form or another communication method.

Speak with us about current or future opportunities.

Engage us to provide recruitment or consultancy services.

Provide information during a recruitment process.

We may also collect information from other sources, including:

Publicly available professional profiles, such as LinkedIn.

Job boards or CV databases where you have made your details available.

Referrals or recommendations from contacts in our professional network.

Clients, interviewers or referees involved in a recruitment process.

Publicly available business websites, directories or professional networking platforms.

5. How we use your personal information

We use personal information for legitimate business, recruitment and administrative purposes.

Website and enquiry use

We may use your information to:

Respond to enquiries.

Provide information about our services.

Manage website forms and communication.

Improve the operation and relevance of our website.

Maintain appropriate business records.

Candidate and recruitment use

We may use candidate information to:

Assess your suitability for current or future hospitality recruitment opportunities.

Contact you about roles that may be relevant to your skills, experience and preferences.

Discuss your experience, availability, salary expectations and career interests.

Represent you to clients where you have agreed for us to do so.

Share your CV, profile or relevant details with a client in connection with a specific role, where you have given permission.

Manage applications, interviews, feedback, offers and placements.

Maintain accurate candidate records.

Keep records of consent, communication and recruitment activity.

Respond to your enquiries or requests.

Comply with legal, regulatory, tax or contractual obligations.

Improve the quality and relevance of our recruitment services.

We will not send your CV or identify you to a client for a specific role without your knowledge and permission.

Client and business use

We may use client and business contact information to:

Respond to enquiries.

Discuss recruitment or consultancy requirements.

Provide proposals, agreements and services.

Manage recruitment assignments.

Introduce suitable candidates where appropriate.

Maintain business records.

Manage invoices, payments and administration.

Communicate about relevant services or professional updates.

6. Our lawful basis for using personal information

Under UK GDPR, we must have a lawful basis for processing personal information. Depending on the circumstances, we may rely on one or more of the following lawful bases.

Legitimate interests

We may process personal information where it is necessary for our legitimate business interests, provided those interests are not overridden by your rights and freedoms.

This may include providing recruitment services, identifying suitable candidates for relevant roles, managing client relationships, maintaining professional candidate and business records, and developing our business.

Consent

We may rely on your consent where you have agreed for us to hold your details, contact you about future roles, or share your CV or candidate profile with a specific client.

You can withdraw your consent at any time.

Contract or steps before entering into a contract

We may process information where it is necessary to take steps before entering into a contract or to perform a contract. This may apply to client agreements, candidate placement activity, supplier arrangements or related business administration.

Legal obligation

We may process information where necessary to comply with legal obligations, including tax, accounting, employment, recruitment, regulatory or record-keeping requirements.

Special category data

Where we process special category data, such as information about health, disability or reasonable adjustments, we will only do so where there is a lawful basis and an additional condition under UK data protection law.

7. Who we share personal information with

We may share personal information with:

Clients who are recruiting for roles that may be relevant to a candidate, but only where the candidate has agreed for us to do so.

Interviewers, hiring managers or relevant client representatives involved in a recruitment process.

Professional advisers, accountants, insurers or legal advisers where necessary.

Service providers who help us manage recruitment data, communication, website hosting, business systems, IT support or administration.

Public authorities, regulators or law enforcement bodies where legally required.

We do not sell personal information.

8. Candidate CV sharing

We will not send your CV, candidate profile or identifying details to a client for a specific role without your knowledge and permission.

Where we discuss an opportunity with you, we may ask for permission to represent you to a named client or in relation to a specific role. You can decline this or withdraw from a recruitment process at any time.

Where we prepare anonymous candidate summaries for general market insight, we take care to avoid including information that could reasonably identify you.

9. How we store and protect personal information

We store personal information using appropriate business systems, including secure third-party platforms used to manage recruitment records, candidate notes, communication, consent records and business administration.

For recruitment activity, we use monday.com as a customer relationship management and workflow platform to help us securely manage candidate records, CVs, recruitment notes, client activity and consent records.

Where we use third-party service providers, such as monday.com, to process personal information on our behalf, they act as data processors. We expect such providers to process personal information only in accordance with our instructions, applicable data protection law and appropriate contractual safeguards, including a data processing agreement where required.

Access to candidate and client information is limited to those who need it for recruitment, consultancy, business administration or legal purposes.

We take reasonable steps to protect personal information from unauthorised access, loss, misuse, alteration or disclosure. These steps may include access controls, password protection, account security settings and limiting the amount of personal information shared or stored where possible.

10. International transfers

Some of the systems or service providers we use may process or store personal information outside the UK.

Where this happens, we will take reasonable steps to ensure appropriate safeguards are in place, such as contractual protections or other lawful transfer mechanisms required under UK data protection law.

11. How long we keep personal information

We will only keep personal information for as long as necessary for the purposes set out in this policy.

Retention periods may vary depending on the type of information, the purpose for which it is held, and any legal, contractual or regulatory requirements.

As a general guide:

Candidate records for live recruitment processes may be kept for the duration of the process and for a reasonable period afterwards.

Talent pool or speculative candidate records may usually be kept for up to 36 months from the last meaningful contact, unless you ask us to delete them sooner or agree to a longer period.

Placed candidate records may be kept for longer where needed for contractual, fee, tax, accounting, legal or dispute-related reasons.

Client and supplier records may be kept for as long as necessary to manage the business relationship and meet legal, tax, accounting or contractual requirements.

Consent records may be kept as evidence of when and how consent was given or withdrawn.

Website enquiry records may be kept for as long as necessary to respond to the enquiry and maintain appropriate business records.

Where information is no longer needed, we will delete, anonymise or securely archive it.

You can ask us to delete your personal information at any time, subject to any legal, contractual or legitimate reason we may have to retain limited information.

12. Cookies and website analytics

Our website may use cookies or similar technologies to help it function properly, improve user experience, understand website traffic and support website performance.

Cookies are small files placed on your device when you visit a website. Some cookies are necessary for the website to work, while others may help us understand how visitors use the site.

Where required, we will ask for your consent before placing non-essential cookies on your device.

You can usually control or disable cookies through your browser settings. Please note that disabling some cookies may affect how the website works.

13. Marketing and professional communication

We may contact clients, prospective clients or business contacts about services, updates or opportunities that may be relevant to their professional role or organisation.

You can ask us to stop sending marketing or business development communication at any time.

Candidate role alerts or future opportunity contact will be based on your preferences, consent or our legitimate interest in discussing relevant recruitment opportunities with you.

14. Your rights

Under UK data protection law, you have rights in relation to your personal information. These may include the right to:

Request access to the personal information we hold about you.

Ask us to correct inaccurate or incomplete information.

Ask us to delete your information.

Ask us to restrict how we use your information.

Object to certain types of processing.

Withdraw consent where we rely on consent.

Ask for a copy of your information in a portable format, where applicable.

Object to direct marketing.

Complain to us about how we handle your personal information, and complain to the Information Commissioner's Office if you are unhappy with how your data has been handled.

You can exercise your rights by contacting us using the details in this policy.

15. Withdrawing consent

Where we rely on your consent, you can withdraw it at any time.

For example, if you are a candidate, you can ask us to:

Stop contacting you about future roles.

Remove you from our candidate database.

Stop representing you for a particular role.

Delete your CV and candidate notes, subject to any lawful reason we may have to retain limited records.

Withdrawing consent will not affect the lawfulness of any processing carried out before consent was withdrawn.

16. Keeping information accurate

Please let us know if your details change or if the information we hold about you is inaccurate, incomplete or out of date.

For candidates, this helps us make sure we only contact you about relevant opportunities and that any information shared with clients is accurate.

For clients and business contacts, this helps us keep our records up to date and communicate with the right people.

17. Security and data breaches

We take reasonable steps to keep personal information secure.

If a personal data breach occurs and it is likely to result in a risk to your rights and freedoms, we will take appropriate action in line with our legal obligations. This may include notifying the Information Commissioner's Office and, where required, affected individuals.

18. Data protection complaints

If you have concerns about how we collect, use, store, share or otherwise handle your personal information, you can raise a data protection complaint with us.

You can contact us at:

Email: mark@whamhospitalityrecruitment.com

Please include enough information for us to understand your concern and identify the personal information or processing activity your complaint relates to.

We will acknowledge your complaint within 30 days of receiving it.

We will consider the complaint appropriately, investigate the issue where necessary, and respond to you with the outcome of our review. Where appropriate, we will also explain any action we have taken or intend to take.

If your complaint is complex or we need more information from you, we may contact you to clarify the issue or explain when we expect to provide a fuller response.

You also have the right to complain to the Information Commissioner's Office, which is the UK regulator for data protection matters.

Website: www.ico.org.uk

19. Changes to this policy

We may update this Privacy Policy from time to time to reflect changes in our services, systems, legal obligations or business practices.

The latest version will be published on our website.