

Privacy Notice – Candidate Contact Form



This policy is about how we (West Midlands Employers) use your personal information ('data') when you contact us via our support portal.

We respect your right to privacy. Our relationship with you is valuable and we understand the importance you place on the privacy and security of information that personally identifies you. In that respect, whether you are a first-time visitor to our website or a regular user, we take your privacy seriously and comply with Data Protection Legislation.

What information is being collected?

The **personal information** we are collecting as part of your support request consists of;

- Your name
- Your e-mail address
- Your phone number (When provided)

You may also choose to provide further personal information to us to support your request for support.

How is it collected?

Your information is collected through the contact form on the WMJobs website. This form is delivered within a widget meaning when you submit the form to us your information is transferred directly into our candidate management system, creating a support ticket with us.

Once we have reviewed your support ticket, we will contact you directly from our candidate management system which you will receive as an e-mail. Any response by you to this or subsequent e-mails will mean the information you provide is logged against the ticket and visible to us in our candidate management system.

Why is it being collected?

Your information is being collected to allow us to;

- Get in contact with you following your support request
- Verify your account and ensure we are speaking to the account holder
- Investigate/respond to your support request

How long will you keep my data for?

We retain support tickets for 14 months. This allows us to review the queries that are raised with us in order to help us improve our service and systems.

Employees who have access to your personal data will respect the confidentiality of that data.

Who will it be shared with?

WME will only share your personal data, where necessary, with;

- Our processors (See 'Processors' section in our [WMJobs privacy policy](#))
 - To ensure the smooth running of the WMJobs site
 - If a processors support is required to answer a query you raise with us
- Recruiting Organisation

- Whereby a query you raise with us is in relation to a job they have advertised and requires their involvement to resolve.

We will not share your data with any other third parties without your consent to do so unless required to do so by law.

Your rights

Under the Data Protection Legislation, you have rights as an individual which you can exercise in relation to the information we hold about you.

You can read more about these rights here – <https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>

Accessing your personal information

As highlighted above, we hold minimal personal information about you in our Candidate management system, however if you would like to know what personal information we hold, please submit a request through our support portal.

Deleting your account

If you wish for us to delete the personal information we hold about you in our candidate management system, please submit your request through our support portal.

About us

The WMJobs website and this support portal is operated by West Midlands Employers whose registered office is at PO Box 16725, Sandwell Council House, Oldbury, West Midlands, B69 9FH. We have told the Information Commissioner's Office (ICO) about the ways in which we process personal data. You can see this notice on the ICO's Data Protection Register of Data Controllers under registration number ZA196788.

Freshworks

Freshworks are a third-party who provide our Candidate Management System to us. We have arrangements in place with them to ensure they cannot do anything with your personal information unless we have instructed them to do so. They will not share your personal information with any organisation apart from us and they will hold it securely and retain it for the period we instruct in line with this privacy policy.

Complaints

If you make a complaint to us in relation to how we handle your personal data and think we have not dealt with it to your satisfaction, you may send your complaint to the Information Commissioner for investigation. For more information on the Information Commissioner, and how to make a complaint, please visit their website at www.ico.org.uk.

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 26th June 2018.