

PRIVACY POLICY

Last updated: July 2025

Welcome to Pint & Pour Recruitment Ltd!

Pint & Pour Recruitment deeply values your privacy and the protection of your personal data. This privacy policy details the information we collect, the methods we use to obtain it, the purposes for which we use it, the process by which we obtain your consent, the period for which we retain it in our databases and, if necessary, with whom we share it when you use our services and visit our website (<https://pintandpour.com>).

In this privacy policy, the words "website", refer to the Pint & Pour Recruitment Ltd website, "we", "us", "our", and "Pint & Pour Recruitment", refers to Pint & Pour Recruitment Ltd, and "client", and "user", refers to you, the user or client of Pint & Pour Recruitment.

By using our services and website, you accept the practices described in this privacy policy. Your use of our services and website is also subject to our terms and conditions. This privacy policy may change from time to time. Your continued use of our services and website following the introduction of changes to this privacy policy will be deemed acceptance of those changes, so we recommend that you check this policy periodically for updates.

This privacy policy has been developed and is maintained in accordance with all applicable national and international laws and regulations regarding privacy and data protection and specifically, the Data Protection Act 2018 (UK GDPR).

1. DEFINITIONS

For the purposes of this Privacy Policy, the following terms shall have the following meanings:

Pint & Pour Recruitment: Pint & Pour Recruitment Ltd, a limited company registered in the United Kingdom, operating as a recruitment agency specialising in the permanent placement of staff for the hospitality industry. It is responsible for the processing of personal data collected through its website and services.

Website: Online platform managed by Pint & Pour Recruitment through which users can register, submit information, communicate with the company and use the services offered.

Client: A company or establishment licensed in the United Kingdom that uses the services of Pint & Pour Recruitment to recruit staff, including pubs, restaurants, hotels and event venues.

Candidate: A person who submits their CV, completes a request form or registers on the website to be considered for selection and job placement processes.

Personal Data: Any information that directly or indirectly identifies a natural person, such as name, email address, telephone number, employment history, identity document, IP address, among others.

Data Processing: Any operation performed on personal data, such as collection, storage, use, modification, stream, or deletion.

Registration Form: Digital document that Candidates must complete to join the company's database, including personal data and relevant documentation.

Anonymous CV: Edited version of the Candidate's CV that omits identifying information, shared with Clients for selection purposes.

Internal CRM: System used by Pint & Pour Recruitment to manage information about Clients, Candidates and selection processes.

Authorised Third Parties: External providers or collaborators who provide services to Pint & Pour Recruitment and who may have limited access to personal data as necessary.

2. GENERAL INFORMATION

The personal data of users and clients that is collected and processed through the use of our services and our website and in accordance with the provisions of this privacy policy will be the responsibility of and will be held by:

- **Pint & Pour Recruitment Ltd.**
- **Email:** cian@pint-and-pour-recruitment.com

3. HOW WE OBTAIN YOUR CONSENT

By using the Pint & Pour Recruitment website and interacting with our services, users give their free, specific, informed and unambiguous consent to the processing of their personal data in accordance with the provisions of the UK General Data Protection Regulation (UK GDPR). Such consent is deemed to be given when users voluntarily perform any of the following actions:

- Visit, access or browse our website.
- Use our services as Clients and complete the registration process via the website or through other digital channels provided by the company.
- Submit a request form or send their curriculum vitae (CV) through the website, email or any other means enabled as part of the Candidate selection process.
- Register formally as Candidates by completing the registration form, including uploading personal and identification documentation, and agree to be included in our database for selection and placement purposes.

- They communicate with us through the contact forms available on the website, by email, or through any other digital communication channel.
- They expressly accept the Candidate Registration Agreement, consenting to the processing of their data for inclusion in our internal relationship management system (CRM) and for consideration in future selection processes.
- They expressly authorise the sharing of their anonymised CV with potential employers within the framework of our placement activities.
- They participate in interviews, verification sessions or information exchanges related to the recruitment processes managed by Pint & Pour Recruitment.
- They provide personal data during any stage of the selection, assignment or billing process for our services.

The processing of users' personal data is legally based on the consent given by the data subjects themselves when actively participating in any of the above activities. Such consent constitutes a valid legal basis under Article 6(1)(a) of the UK GDPR. Furthermore, in certain cases, processing may be based on contractual necessity (Article 6(1)(b)), compliance with legal obligations (Article 6(1)(c)), or the legitimate interests of the company (Article 6(1)(f)), when necessary to ensure the effectiveness of the selection and placement of qualified personnel in the hospitality industry. Users may withdraw their consent at any time, without affecting the lawfulness of processing based on consent prior to its withdrawal.

4. TYPES OF DATA COLLECTED

Pint & Pour Recruitment collects and processes various types of personal data in the ordinary course of its activities, when users interact with its website, use services as Clients or Candidates, complete forms, communicate with us, register or submit documentation.

This collection may occur directly, through voluntary provision by the user, or indirectly, through automated technologies implemented on the website. The main categories of data that may be collected are detailed below:

4.1. Personal data (Clients and Candidates)

These include, among others:

- First and last name
- Email address
- Telephone number
- Physical or postal address
- Date of birth
- Nationality
- Information on eligibility to work in the United Kingdom
- Identity document or passport

- Signature (electronic or handwritten, where applicable)

4.2. Candidates' employment information

Collected for the purpose of assessing the Candidate's suitability for potential jobs in the hospitality industry. Includes, but is not limited to:

- Curriculum vitae (CV)
- Work and professional history
- Experience in the industry
- Academic and professional qualifications
- Relevant certifications
- Professional and employment references
- Availability to work
- Salary expectations
- Information about interviews conducted
- Additional information communicated during the selection process

4.3. Data collected automatically by the website

When you access the Pint & Pour Recruitment website, data may be collected using automated technologies such as cookies, pixel tags and tracking tools. This data includes:

- IP address
- Browser type and settings
- Date and time of access
- Pages visited and time spent on the site
- Device used and operating system
- Referring URL
- Browsing data and behaviour on the site

4.4. Registration data

In the case of Candidates and Clients who create an account or register via the website or other enabled means, the following data is collected:

- Username (if applicable)
- Email
- Date and time of registration
- Passwords or other identifiers (if applicable)
- Documentation submitted during registration
- Confirmation of acceptance of agreements or terms

4.5. Billing data (Clients)

Within the framework of the contractual relationship with Clients, Pint & Pour Recruitment may collect and process data related to the billing and payment of services, such as:

- Name or business name of the Client
- Tax or business address
- Contact details of the billing contact
- Tax identification number (VAT or equivalent)
- Data related to the agreed fee
- Payment and billing history

4.6. Analytical and tracking data

Through the use of web analytics tools and internal CRM systems, aggregate or individual data about user behaviour is collected for the purpose of improving the service and monitoring internal processes. This may include:

- Email open and response rates
- Form conversion metrics
- Data on interaction with digital campaigns or newsletters
- Record of user activity on the website and internal systems

4.7. Contact and communication data

Whenever a user communicates with us via forms, email, telephone or other means, information necessary to manage the request or communication is collected, including:

- Full name
- Email address and/or telephone number
- Content of the communication
- History of previous messages and interactions
- Additional files or documentation sent

5. HOW LONG WE KEEP YOUR DATA

The personal data provided by our users through the use of our services and our website will be kept for the time necessary to fulfil the legitimate purposes described in this policy in section 5 or until the user or customer stops using our services or requests the deletion of their data. Pint & Pour Recruitment may retain personal data for a longer period provided that the user has consented to such processing, as long as such consent is not withdrawn. In addition, Pint & Pour Recruitment may be obliged to retain personal data for a longer period provided that this is required for compliance with a legal obligation or by order of an authority. Once the retention period has expired, the personal data will be deleted. Therefore, the right of access, the right of deletion, the right of rectification and the right to data portability cannot be asserted after the retention period has expired.

6. PURPOSES OF DATA COLLECTION

Pint & Pour Recruitment collects and processes personal data for specific, explicit and legitimate purposes, in accordance with its business activities and the services it offers to Clients and Candidates. The specific purposes of data processing vary depending on the category of information collected and the interaction between the user and the company.

The main purposes are detailed below according to the types of data processed:

6.1. Personal data (Clients and Candidates)

Personal data is processed for the following purposes:

- To establish and maintain professional communications with Clients and Candidates.
- To identify and authenticate users who access or use the services.
- Verify the identity and legal eligibility of Candidates to work.
- Manage selection, interview, placement and follow-up processes.
- Formalise service or registration agreements, where applicable.
- Provide customer service and technical or administrative support.

6.2. Candidates' employment information (CV, references, experience, etc.)

This data is processed for the purpose of:

- Evaluating the suitability of Candidates for job vacancies within the hospitality sector.
- Identifying skills, experience and competencies relevant to future opportunities.
- Sharing anonymous profiles with potential Clients interested in hiring.
- Managing interviews, selection processes and post-placement follow-up.
- Comply with internal quality control requirements and company standards.

6.3. Data collected automatically by the website

This information is used for the following purposes:

- To ensure the technical functionality of the website and its proper operation.
- To detect errors, malicious activities or misuse of the site.
- To personalise the user experience according to their browsing preferences.
- Optimise the design, performance and accessibility of the website.
- Collect metrics on user interaction with the content offered.

6.4. Registration data

Registration data is collected for the following purposes:

- Create and manage user accounts on the website or internal systems.
- Control authorised access to restricted features of the platform.
- Confirm acceptance of applicable service agreements and conditions.
- Store administrative information relevant to the user's history.
- Enable effective communication between the company and the registered user.

6.5. Billing data (Customers)

This data is used for the following purposes:

- Issue invoices in accordance with the services provided and the agreements reached with Customers.
- Track payments, collections and financial obligations.
- Keep accounting, tax and administrative records required for the operation of the company.
- Manage discrepancies or claims related to invoiced amounts.
- Establish contact with the Client's financial or administrative managers.

6.6. Analytical and tracking data

The purpose of processing this information is to:

- Measure the effectiveness of campaigns to attract Candidates or Clients.
- Analyse user behaviour on the website and associated systems.
- Improve the services offered and adapt communication and marketing strategies.
- Optimise the content and structure of the features available online.
- Identify trends, market needs and areas for improvement in the company's operations.

6.7. Contact and communication data

Information related to user contact is processed for the following purposes:

- Respond to queries, requests for information or complaints sent through any channel.
- Coordinate interviews, meetings or other events related to the selection process or provision of services.
- Follow up on previous interactions and offer individualised support.
- Record correspondence with users as part of the service file.
- Provide updates, reminders or notices relevant to ongoing processes.

7. HOW WE SHARE INFORMATION

Information about our clients is an important part of our business, and we are not in the business of selling it to others. We share client information only as described below.

7.1. Third-Party Service Providers

We use third-party services to perform certain functions on our website. Some of these functions and services include website hosting, sending emails, and data analysis.

These third-party services and tools may have access to personal information needed to perform their functions, but may not use that information for other purposes. Information shared with these third-party services will be treated and stored in accordance with their respective privacy policies and our privacy policy.

7.2. Communications (Mailing list)

By providing your email address through our website and contact information, you agree that we may include your email address in our mailing list to send you electronic communications that may include special content related to our services and marketing content. You will have the option to opt out of receiving these communications at any time by using the “unsubscribe” feature included in each email or by sending us a request through our contact information.

7.3. Analytics, tracking and tracing technologies and other similar technologies

AI's Maintenance Service uses analytics, tracking, and monitoring technologies, such as Google Analytics, and similar tools, to understand how users interact with our website, improve our services, and personalise the user experience. These technologies collect data about activity on our site, such as pages visited and interactions, helping us to optimise the performance and effectiveness of our advertising campaigns. The information collected is used to improve the functionality of our site and provide a more relevant experience. Users can manage their cookie and tracking preferences through their browser settings. By continuing to use our site, you agree to the use of these technologies as described in our privacy policy.

7.4. Business Transfers

In the event Pint & Pour Recruitment creates, merges with, or is acquired by another entity, your information will likely be transferred. Pint & Pour Recruitment will send you an email or post a prominent notice on our website before your information becomes subject to another privacy policy.

7.5. Protection of Pint & Pour Recruitment and Others

We release personal information when we believe release is appropriate to comply with the law, enforce or apply our terms and conditions and other agreements, or protect the rights, property, or safety of Pint & Pour Recruitment, our users, or others. This includes exchanging information with other companies and organisations for fraud protection and credit risk reduction.

8. DATA BREACH NOTIFICATIONS

In the event of a security breach that compromises the confidentiality of the personal data of our users, Pint & Pour Recruitment undertakes to notify those affected in a timely manner. This notification will be made through the means of contact that have been provided by the user on our website. We will take all reasonable measures to protect the information and remedy any situation that compromises the security of your data.

9. INTERNATIONAL DATA TRANSFER

Pint & Pour Recruitment informs its users that, in the course of its operations, certain personal data may be transferred, stored, or processed outside the United Kingdom and the European Economic Area (EEA). This may occur, for example, when Pint & Pour Recruitment uses external service providers for the provision of technical functionality, hosting, payment processing, data analysis or messaging, whose servers or systems may be located in jurisdictions outside the United Kingdom or the EEA.

By using our services and website, you expressly, freely, knowingly and unequivocally consent to your personal data being subject to such international transfers, including to countries that do not offer a level of data protection equivalent to that established in the United Kingdom or the European Union. This consent is given in accordance with the provisions of the UK General Data Protection Regulation (UK GDPR) and Regulation (EU) 2016/679 (GDPR), which allow international transfers of personal data when the data subject has given their explicit consent and has been clearly informed of the possible risks arising from the absence of an adequacy decision or appropriate safeguards in the country of destination.

Pint & Pour Recruitment will take reasonable steps to ensure that any transfer of data outside the UK or the EEA is carried out securely and in accordance with legal requirements, including the signing of standard contractual clauses approved by the competent authority or any other protection mechanism recognised by applicable law. However, you acknowledge and agree that, when using the platform, some of your data may be subject to foreign jurisdictions with different levels of protection, and that Pint & Pour Recruitment cannot guarantee the exact application of the same privacy rules outside the United Kingdom or the EEA.

10. PROTECTION OF YOUR INFORMATION

We grant access to your personal information only to those outside persons or services that have a legitimate need to know it and in accordance with our privacy policy. We adhere to industry-recognised security standards to protect your personal information, both during transmission and in storage. However, it is important to note that no method of transmission over the Internet or electronic storage is foolproof and 100% secure. Therefore, while we at Pint & Pour Recruitment strive to implement commercially viable data protection methods, we cannot ensure absolute security of your personal information. We undertake not to sell, distribute or transfer your personal data to unauthorised third parties, unless we have your explicit consent or are required by law to do so.

11. PRIVACY RIGHTS

In accordance with the provisions of the UK General Data Protection Regulation (UK GDPR), Pint & Pour Recruitment users have various rights in relation to the processing of their personal data. These

rights are applicable to the extent that the processing of data is based on a relationship between the user and Pint & Pour Recruitment within the scope of the aforementioned regulations.

The rights that users may exercise are as follows:

- **Right of access:** the user has the right to request confirmation as to whether Pint & Pour Recruitment is processing their personal data and, if so, to access that information and obtain a copy of the data processed.
- **Right to rectification:** the user may request the correction of inaccurate or incomplete personal data concerning them.
- **Right to erasure (right to be forgotten):** the user may request the deletion of their personal data when it is no longer necessary for the purposes for which it was collected or processed, or when they withdraw their consent, among other legally established reasons.
- **Right to restriction of processing:** users have the right to request the restriction of the processing of their data in certain circumstances, such as when they contest its accuracy or object to its processing.
- **Right to data portability:** users may request to receive their personal data in a structured, commonly used and machine-readable format and to transmit it to another data controller, where the processing is based on consent or on an agreement and is carried out by automated means.
- **Right to object:** users have the right to object to the processing of their personal data at any time on grounds relating to their particular situation, where such processing is based on legitimate interests or the public interest.
- **Right to withdraw consent:** where processing is based on consent, users have the right to withdraw it at any time, without affecting the lawfulness of the processing carried out prior to its withdrawal.
- **Right not to be subject to automated decisions:** the user has the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects or significantly affects them in a similar way, unless there are adequate safeguards.

To exercise any of the above rights, the user may send a written request, including their full name, email address associated with the account and a clear description of the right they wish to exercise, through the following contact channel:

Email: cian@pint-and-pour-recruitment.com

Pint & Pour Recruitment undertakes to respond to all requests within the maximum period established by applicable regulations and may require reasonable additional information to verify the identity of the applicant if necessary. The exercise of rights is free of charge, except where requests are manifestly unfounded or excessive, in which case Pint & Pour Recruitment reserves the right to apply a reasonable administrative charge.

12. PROTECTION OF CHILDREN'S ONLINE PRIVACY

We comply with the requirements of national and international data protection regulations regarding the protection of personal data of minors. We do not collect any information from children under the age of 13 (minimum age allowed to collect and process information without parental or legal guardian consent). If we become aware that a child under the age of 13 has provided us with personal information, we will take steps to delete such information.

13. THIRD PARTIES

Except as expressly included in this privacy policy, this document only addresses the use and disclosure of information that Pint & Pour Recruitment collects from you. If you disclose your information to third parties, different rules may apply to their use or disclosure of the information you disclose to them. Pint & Pour Recruitment does not control the privacy policies of third parties, and you are subject to the privacy policies of such third parties where applicable. Pint & Pour Recruitment is not responsible for the privacy or security practices of third parties, including those linked to or from the website. Please refer to the privacy policies of any third-party websites or services you access through the website.

14. CHANGES TO PRIVACY POLICY

We reserve the right to change our privacy policy at any time. Changes will be promptly notified to our users and posted on the website. Your continued use of our website following such changes will signify your acceptance of the changes.

15. CONTACT INFORMATION

If you have questions or concerns about this privacy policy and the treatment and security of your data, please contact us using the contact information below:

Pint & Pour Recruitment Ltd.

Email: cian@pint-and-pour-recruitment.com