Kent & Medway Apprentice Graduation Ceremony Website

Privacy Policy

Who we are

Our website address is: https://appgradkandm.org

The website is hosted and managed by Rule 5 Solutions using a WIX based platform. Rule 5 Solutions is an education and business consultancy providing a wide range of services and is a member of the Apprentice Graduation Event Board and Organising Committee.

The purpose of this policy is to explain how your personal information is controlled, processed, handled and protected while browsing or using this website, or using its event registration functions.

The Apprentice Graduation Ceremony Organisers are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy policy.

The policy is updated periodically and reviewed annually. It is recommended that you check this policy from time to time to ensure that you are happy with any changes. This policy is effective from 1st November 2026.

If you do not agree to the following policy, you should cease viewing or using this website.

About this policy

1. The protection of your privacy and personal information is important to us. We make sure that not only do we have appropriate security measures in place, but that any other organisation we work with to provide a service also meets the same standard as us.
2. The website uses a third-party server and design platform which enables data collection and storage in compliance with recognised high standards of data security. The site operates certificated security features to ensure your data is safe and will not be shared by the server and platform provider.

3. We will respect your privacy. You should receive marketing emails only occasionally from us and, if you agree, from other organisations we have carefully chosen. Where necessary we will make sure that the boxes you need to tick if you are happy to receive marketing are presented clearly and at an appropriate time.
4. You can unsubscribe from our marketing emails via the unsubscribe option at the foot of the email. Where we contact you directly using the email you provided you may request we do not contact you further and we will manually remove you from our contacts.
5. We will make it clear at the point when we request your information, what we are collecting it for and how we are going to use it.
6. We will collect and use your personal information only if we have your permission or we have legitimate business reasons for doing so.
7. We will minimise the amount of information we collect from you to what we need to deliver the product and services you have requested.
8. We will be clear in our dealings with you as to what information about you we will collect and how we will use it.
9. We will use personal information only for the purposes for which it was originally collected and we will make sure we store it safely, and delete it securely.
10. The website is accessible via the internet. Please remember that if you post any comments or links on any of our sites that they can be read and accessed by anyone and everyone.

What personal data we collect and why we collect it

- To receive and respond to enquires via the site's contact form
- To operate an email service to site users that may have subscribed to newsletters or have registered for events to notify them of new developments, updates and related notifications
- Where we have an appropriate legal basis for processing event registrations.

We may collect the following information:

- name and job title/role
- apprenticeship related information
- employer and / or training provider information
- contact information including email addresses and phone numbers
- demographic information such as postcodes
- general information concerning preferences and interests
- other information relevant to customer surveys and/or promotions
- gowning sizes which are forwarded to our gowning suppler
- friends and family and other event guest information.

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our services.

- We may periodically send promotional emails about events or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes such as post event feedback surveys.
- We may contact you by email and only by phone when necessary
- We may use the information to improve the website based on your use and interests
- Data used for the purposes of Google Analytics and assessing site usage.

Data Security

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. For improved security the website is SSL certificated.

We also operate supporting policies to the site's Privacy Policy including:

- Data Protection Policy
- Data Handling Policy
- Data Security Policy and Code of Conduct

We can provide copies of these on request via our site's contact form or info@appgradkandm.org

Cookies

Cookies are little packets of data that sit on our website, in some cases to make it work, and in some cases to add additional services. For more information about cookies, how to look after them, even how to turn them off, please review your settings. Our site includes a permissions banner which enables you to agree or reject the site's cookies and settings.

Google Analytics

We use Google Analytics on our site for anonymous reporting of site usage and for advertising on the site. If you would like to opt-out of Google Analytics monitoring your behaviour on our site please use this link https://tools.google.com/dlpage/gaoptout

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes

- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by emailing us or using the Contact Form.
- We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

Legal aspects

This is where we explain our legal basis for processing your information. When you use someone's information in a business, you need to have a legal reason for doing it, and you then need to state this clearly.

For an information service such as a newsletter or when you enter one of our competitions, if you come to one of our events, or make an informed purchase from an online store, we process your data using legitimate interest i.e. you are able to access lots of information and services in exchange for giving us your details, and our relationship is one where the balance of benefit is in your favour. You always have a choice about us managing your data this way and can opt out of processioning under this basis at any time.

Where you provide data in the course of an online purchase, we process your data under contract, i.e. your data is necessary for the fulfilment of the service. Any additional contact, i.e. telling you about another product or service closely related to the product or service you have contracted is managed under legitimate interest.

We will always make it as easy as possible for you to opt out of things you don't want, providing it doesn't restrict our ability to provide you with the thing you have requested.

Profiling - sometimes we use little parts of your information to target the messages we send you, for instance, we might use your location to send you details of a competition. This is normally done manually or via an automatic notification service managed by us.

How long we keep your data. Sometimes a legal authority may require us to keep it for a certain amount of time. Otherwise, we determine the length of time we keep your data, based on why you gave it to us in the first place. For example, if you contacted us or registered for an event or service, we'd keep your information, to let you know about the next one. Similarly, if you have ordered from an online store operated as part of this site.

When we don't need to keep your data anymore, we do one of three things:

- we erase it
- we keep a small amount because we have to, and keep it safe, sometimes disguising it
- If you say you don't want to hear from us ever again, we keep the minimum amount information to make sure we leave you alone.

Children's Data

We do not knowingly collect or store any personal information of children under the age of 16, because the mechanisms whereby we collect personal information are not applicable to this age group.

Making changes to the information you give us

You can rectify, erase, object to or restrict the way your information is handled without undue delay. You can also ask to access the data we hold on you.

We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you need to change any details or want to get in touch with us about anything to do with your information email us at info@appgradkandm.org.

Who we share data with

We do not and will not, sell or share your data at any time to anyone else for their own marketing purposes.

If you use the contact form, our server and website platform provider will automatically store the provided data which can be managed by Rule 5 Solutions.

There are some aspects of the graduation ceremony which require us to collect data via an online registration form. This includes data collection and data sharing permissions specific to the ceremony. The registration will include the following processes which will include some limited data sharing as detailed:

- We share your basic gowning requirements data with our gowning provider. This includes only your name and gowning sizes as supplied by you, your provider or employer at registration. We do not share your contact or other personal information with them for this purpose.
- We validate registrations as detailed on our site. This will involve us contacting training providers and potentially employers to confirm that someone registering or being registered for the ceremony, has achieved their apprenticeship. If information is incomplete at registration we may also contact you or your provider to confirm missing information (which may result in a rejected registration).
- Note that providers may also provide registration lists on your behalf. They should notify a registrant of this. The Ceremony Organisation cannot be held responsible for their handling of your data. However, when it is passed to us we will ask them to confirm and validate that you have given permission for us to contact you with respect to the registration and ceremony details. You may opt out of further communications from us subsequently as detailed in this Policy.

Transfer outside the European Economic Area

If we need to send any information outside of the EEA, it will only be done with the proper legal protections or permissions being in place.

Your right to complain

If you are not satisfied with the way your request was handled, you have the right to lodge a complaint with the supervisory authority – details of which are given below:

Information Commissioner's Office https://ico.org.uk/make-a-complaint/ Telephone: +44 303 123 1113

Changes to the privacy policy

If we make changes to our privacy policy we will show you what they are here. If these changes are significant, we may also choose to email relevant individuals with new details. If we are required by law, we will obtain your consent to make these changes.

Changes to this policy by date

- May 2021 – New privacy policy created
- May 2022 – Privacy policy updated
- January 2025 – Privacy policy updated including enhanced data sharing details
- October 2026 – General review and updating of the Policy

Find out more and / or nominate an apprentice via the

Kent & Medway Apprentice Graduation Ceremony Website

Twitter: @appgradkandm Instagram: appgradkandm