

VATCA PRIVACY POLICY

When you use VATCA services, there is information sent to us that we use to collect statistics, analyze trends and provide services to you. The information that is collected is used to help enhance the VATCA experience, we collect information across a series of products and services all to enhance the user experience. VATCA collects information in the following ways:

GENERAL INFORMATION

When you register an account with VATSIM and transfer to VATCA, login to a VATCA service, take an exam using our training website, or participate on our Discord servers, information that is generally considered personal is given to us from you and VATSIM to include, but is not limited to: your name, email address and CERT Identification Number (CID).

ADDITIONAL INFORMATION

Some other information is passed by your computer or electronic device, web browser, and VATSIM client. Information can include your IP address, web browser type, and version, device-specific information (such as operating system, unique device identifiers, and mobile network information), birth month/year, residing city, and country. This information may be linked to your account for identification purposes only.

LOGGED INFORMATION

Each time you perform an action on VATCA services, your action is logged. Information logged can include the type of action, data being sent and received, IP address the request originated from, software used to make the request, identification cookies, and the result of the request.

LOCATION INFORMATION

Your location information may be associated with each request through geolocation against the originating IP address, the information given to us by you, or given to us by you through VATSIM.

INFORMATION STORAGE

VATCA Data is stored and encrypted on servers owned or leased by VATCA within the United States and/or other countries hosting services may be sourced by our service providers.

INFORMATION USAGE

To help enhance the VATCA experience, we collect information across a series of products and services all to enhance the user experience. We use the information collected to provide, maintain, protect and improve our services. The information we collect is maintained with confidentiality to the extent possible. The following information may be shared publicly:

- VATSIM CERT Identification Number (CID)
- Your first and last name
- VATCA Staff Associations and VATCA Staff Email Address
- VATSIM Region and Division Associations
- VATSIM Achievements and Ratings
- Posts in Discord or other communication methods except for email that has the ability to view without signing in to the application or website. None VATSIM Members are not able to access any VATCA service that requires an account to access protected content. Each account user is screened prior to accepting registration.

INFORMATION SHARING

- Virtual Air Traffic Simulation Network (vatsim.net)
- Other VATSIM, and VATCA partners
- Law Enforcement Agencies

LEGAL DISCLAIMER

Information is collected and may be used to protect our services, up to and including cooperation with legal requests for information from Law Enforcement Agencies:

- The above-listed public information
- All IP addresses used and associated with your account
- Geolocation against aforementioned IP Addresses
- Activities performed with the VATCA Web Services – we may store identification tokens and other limited information on your electronic device through web storage or cookie usage.

For more information on what is shared with whom, please see “Information Usage”. We use various technologies to collect and store information when you visit and use a VATCA service. This may include a cookie or other similar technologies to identify your browser or device. We also use means of tracking a user through integrated “Activity Logging” via our websites for visited places and actions within VATCA Web Services. Our cookies are mainly used as a means of tracking virtual users across the VATCA domain.

This allows us to know who is requesting and using our services and provide authentication and authorization checks to restricted areas. You may choose to disable cookie usages via your browser, but know that doing so will prevent access and use across restricted areas of the website and severely degrade your experience.

OPT-OUT

Given the nature of our services, it is not possible to opt-out of all data collection and use of our services. But if you desire to opt-out and no longer desire our services, we will purge all information we have collected upon written request to support@vatca.online.

The first step is to deactivate and request VATSIM purge your data. Please head to <https://support.vatsim.net> to do so. After VATSIM has processed your opt-out request, VATSIM will forward the request to VATCA for processing.

Note – VATCA cannot guarantee that information collected by parties outside of VATCA will be purged in this process.

APPROVED FOR RELEASE

This document is approved for release by the VATSIM Central America Division Director. This policy cancels any existing divisional privacy policies, and procedures. For questions, please contact the VATSIM Central America Division Director via email at vatca1@vatca.online.