



Core Privacy Policy

Last Updated 15 July 2019

Maintained by the Webmaster

Purpose

To provide services for users of the Gander Oceanic Core web system, we collect data via the VATSIM Single Sign On (SSO) service. This policy outlines the categories of data collected, how this data is used, and how a user can manage the data used. This policy also applies to other services provided by the FIR outside of the Core system. This policy sits alongside VATCAN and VATSIM policies. This policy complies with European Union General Data Protection Regulation laws, and applies to all users of Gander Oceanic Core and other services regardless if they reside in the European Union or not.

How to contact FIR staff

To contact FIR staff, you can either open a support ticket via the Core system while logged in, or send an email to info@czqo.vatcan.ca. For privacy policy issues or requests for deletion/exports of personal data, send an email to privacy@czqo.vatcan.ca with the subject "ATTN: Personal Data Request" from the email associated with your VATSIM account. You can also request removal/an export of your data via the Core system.

What categories of data we collect

The Core system automatically collects the following categories of data from VATSIM SSO:

- VATSIM CID (e.g. 1300001)
- Full name as per VATSIM CERT record
- Email address as per VATSIM CERT record
- VATSIM division (e.g. VATCAN)
- VATSIM controller rating (e.g. C1)

The Core system does not store any password or authentication data, as this is handled externally via VATSIM SSO.

Why we collect data

The Core system collects the aforementioned categories of data in order to provide effective services within the Core system. Your data is used to populate your profile in our database. Your data is used to allow staff members to customize your experience as required. Your data is used to process requests for oceanic training. Your data is used to send communications via email.

How we get your permission to use your data

When a user first logs in to the Core system via VATSIM SSO a popup will appear on the page asking them to read this policy and agree to it. Due to the nature of the VATSIM SSO system, the data we use from CERT will already have been stored in the database. If a user clicks the 'Disagree' button, they will be logged out and all user data will be removed.

Who has access to data and who is data shared with

Gander Oceanic FIR does not share or provide access to data outside of the following groups of people:

- VATSIM Board of Governors and Founders
- VATCAN Division Director and VATCAN Deputy Division Director
- Gander Oceanic FIR Chief, Deputy FIR Chief, Webmaster

For the purpose of providing a training service to members, the following groups of people have access to relevant data:

- Gander Oceanic Chief Instructor
- Gander Oceanic Instructors while the member is assigned to them

For the purpose of the controller roster, all persons, whether logged into the service or not, have access to your (display) name, rating, division, CID, and controller approvals for Gander Oceanic.

How we manage your data

All data is stored in a database hosted by the VATCAN division.

Requesting a removal of personal data

You have the right to request that all of your data be removed from our services and database. To request this, either click the 'Request Removal' link in the Core dashboard or email us at privacy@czqo.vatcan.ca with the subject line 'ATTN: Data Removal Request'. Under the GDPR regulation we have up to 30 days to comply. When the order is complete, we will email you with a confirmation.

Requesting an export of personal data

You have the right to request that all of your data be exported from our services and database and provided to you. To request this, either click the 'Data Download' link in the Core dashboard or email us at privacy@czqo.vatcan.ca with the subject line 'ATTN: Data Export Request'. Under the GDPR regulation we have up to 30 days to comply. When the order is complete, we will email you with a confirmation.

Email subscription management

Email marketing communication from the FIR is an opt-in process. We use marketing emails to promote events, send news about non-critical events, and for other related reasons. To opt-in to marketing emails, follow the procedure in the Core dashboard.

All other important emails cannot be opted out of. These include critical news events, roster checks, and other communications at the discretion of the FIR staff.

VATSIM Code of Conduct section A4(b)

In order to comply with this section of the Code of Conduct (introduced 15 July 2019), Gander Oceanic FIR allows you to change your display name on the service. This display name will change how your name is presented to all users. It is highly recommended to keep your display name on the Gander Oceanic service in line with the display name you use on the network itself.

Gander Oceanic FIR stores your full name as per VATSIM CERT's record of you in the database. This is only visible to the Webmaster, FIR Chief, and VATCAN Staff.

Changes to this policy

Changes to this Privacy Policy will be communicated via the news section of the website and via an email to all users.