

# DATA PROTECTION & HANDLING POLICY

Date : 6<sup>th</sup> February 2026

Rev: 02/2026

All the following information documented is  
intended for flight simulation use only. Do not  
use for real world operations.



## 1. Document Control

### 1.1 Identification

- Document type: Policy
- Version: 2.0
- Date of Issue: 06/02/2026
- Identifier: Khaleej vACC Data Protection & Handling Policy
- Next review date: 06/02/2027

### 1.2 Revision History

Version	Date	Description	Author
1.0	8 DEC 2024	Initial Release	Rashid Raikhy
2.0	6 FEB 2026	Revision 2	Majid Bin Theniah

## 2. Purpose

This policy outlines how Khaleej vACC manages and protects the personal information of its members. It defines the data collection methods, the types of data collected, and how such information is handled in accordance to VATMENA and VATSIM policies.

## 3. Scope

This Data Protection & Handling policy applies to all members of the Khaleej vACC, both residents and visitors, who have registered for services using a valid VATSIM account.



## 4. Overview of Data Privacy

### 4.1 User Data

To access Khaleej vACC services, members must join with their Name as registered on the VATSIM network. Users will provide personal details such as their name and email address. This information is only used for identification, communication, and operational purposes within the vACC and is kept confidential.

### 4.2 Data We Collect From You

The Khaleej vACC collects data necessary while utilising our services.

- IP Address and connection information.
- Support tickets and records on Discord.
- User images.
- Communications with other members.
- Training requests.
- Training records.
- Data you submit while using our services.

#### 4.2.1 Data provided from a third party

When a member uses Khaleej vACC services, or submits a request to join the Khaleej vACC, relevant data may be shared by VATSIM's central systems with the Khaleej vACC to support the effective delivery of our services and to fulfil the user's request. This data includes:

User information from the **VATSIM API**:

- Member name.
- VATSIM CID.
- VATSIM registered email address.
- VATSIM ATC and Pilot rating(s).
- Member's region, division, and subdivision (ARTCC/vACC).
- Membership status.

User information from **Discord**:

- Discord name.
- Discord ID.
- Communication logs.
- Disciplinary actions (timeouts, warnings, kicks, or bans).



#### 4.3 Why we collect

The data collected is primarily used for the following purposes:

- Administering services.
- Managing controller rosters.
- Providing training.
- Maintaining all training tracker sheets.
- Supporting users.
- Ensuring compliance with VATMENA and VATSIM rules.

#### 4.4 Data usage & processing

##### 1. Feedback System

The feedback system collects limited user information including IP address, VATSIM callsign, and date of submission for identification and moderation purposes (e.g trolling, and spamming).

##### 2. Event Roster Management

To maintain accurate operational event rosters, the following information may be processed: VATSIM CID, registered VATSIM name, controller rating, and solo validation status where applicable.

##### 3. Controller Roster

Controller listings within Khaleej may display or utilise a member's VATSIM name, CID, rating, and any internal approvals they hold within the Khaleej vACC.

##### 4. Support Ticket Logs

Support requests of all categories are logged for record-keeping and service improvement. Copies or summaries of these logs may be provided to the requesting user when necessary.

*- Retention period: Training logs are kept with the Khaleej vACC for two years in the case a student is willing to continue their training.*

##### 5. Training Records & Requests

Training systems process user data such as VATSIM name, CID, training status, and assessment records. This information is used for score sheets, acceptance messages, and overall training administration.

##### 6. Training Progress Tracking

The Khaleej vACC uses a public training tracker sheet where all students and vACC Mentors are able to monitor progress. The student's name, VATSIM CID, and VATSIM ATC Rating are used within the tracker sheet.

##### 7. User Communications & Media

Images or other media voluntarily provided by users may be used for banners, promotional materials, or evidential purposes related to events or support matters. Your consent is given when you submit any sort of media. Disclaimers can be found on our discord to remind individuals on this.



#### 4.5 Aggregated Data and Statistics

Khaleej vACC may collect statistical data such as session times, flight plans, and callsigns as part of regular network operations. This data is made publicly available on the VATSIM API for events and operational purposes. Refer to section 4.2.1 of this policy.

#### 4.6 Cookies and Log Files

Cookies may be used to improve user experience and track site usage. We may collect log data such as IP addresses to monitor activity for security and administrative purposes. Some third-party services integrated into our platform may also use cookies, which Khaleej vACC does not control.

#### 4.7 Data Sharing and Disclosure

Khaleej vACC may share aggregated demographic data with third parties for analysis, but no personal information will be shared unless required by law. Information may also be shared with VATMENA and VATSIM staff for operational purposes, such as:

- Training and session data for support or transfers.
- Controller feedback to the VATMENA ATC Divisional Team (Positive feedback is posted publicly via the Khaleej vACC Discord, negative feedback is shared with the concerned member, Khaleej ATC Training Director, VATMENA ATC members, and the appropriate vACC Mentor).
- Disciplinary history if required for investigation.

During sponsored events or giveaways, limited personal data such as your name and email address may be shared with event sponsors, solely for prize distribution purposes. This process may involve using a form handled by the Khaleej vACC Events Team and the participating vACC's staff.

#### 4.8 Links to Third-Party Websites

Our services may contain links to external sites, which are not governed by this privacy policy. We encourage users to review the privacy policies of these third-party sites before sharing any personal information.

#### 4.9 Security and Protection Measures

We take appropriate technical and administrative measures to safeguard users' personal information. However, Khaleej vACC cannot guarantee absolute security, and users should participate at their own risk.

#### 4.10 Age Restrictions

Users must be at least 16 years old to register with Khaleej vACC. Any user found to be under the age of 13 will have their account terminated in accordance with VATSIM's [Code of Regulations](#).



## 5. Legal Acknowledgements and Obligations

### 5.1 Data Requests from Authorities

In certain circumstances, we may be legally required to share personal data with authorized bodies for legal investigations.

### 5.2 Right to Access and Rectify Data

Members have the right to request access to their personal data and to request correction of any inaccurate or incomplete data in accordance with GDPR Article 15. Proxy or third-party requests are not permitted.

In accordance with GDPR Article 15(4), communications, internal case submissions, or information that may affect the rights and freedoms of other individuals will not be disclosed. Where applicable, only a general summary and/or redacted data of the relevant record or incident will be provided instead of full correspondence or case details. Cases may be raised up to the VATSIM Membership Vice-President as per to the [VATSIM Data Protection and Handling policy](#).

### 5.3 Opting Out and Discontinuation of Service

Members wishing to opt out of data collection or processing by Khaleej vACC should contact us directly. Please note that opting out will result in the termination of services, and the member will lose active controller status within Khaleej vACC.

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For any inquiries or concerns regarding this Data Protection & Handling policy, please contact  
Khaleej vACC at:

Email: [privacy@khaleejvacc.com](mailto:privacy@khaleejvacc.com)

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