



GANDER OCEANIC
PRIVACY POLICY – REVISION 3

WARNING

Information inside of this document is intended for
flight simulation purposes only.

Table of Contents

Document control.....	3
Document Identification	3
Revision Records	3
Related Documents	3
1 Purposes of this document.....	4
2 How to contact us	4
3 Data we collect	4
4 Why we collect data	5
5 How we get your permission to use your data	5
6 Who can access your data and who is it shared with	5
7 How we manage your data	5
7.1 Requesting removal of personal data.....	6
7.2 Requesting an export of personal data.....	6
8 Email communications	6
9 VATSIM Code of Conduct section A4(b)	6
10 Changes to this policy	6

Document control

Document Identification

Document Identification	
Type	Publication
Version	1.3
Issue Date	08/06/2020
Scope	Policy 3 (Privacy)
Authority	Deputy OCA Chief (ZQO2)
Prepared by	Liesel Downes (LD) - <i>Latest Revision: Andrew Ogden (AO)</i>
Approved by	Andrew Ogden (AO) <i>Latest Revision: Liesel Downes (LD)</i> 07/06/2020
Review Date	01/12/2020
Identification	CZQOP3R2_Privacy

Revision Records

Revision Number	Date	Description of Change	Author
1.0	09/12/2018	Initial Document	LD
1.1	15/07/2019	Added information on COC A4	LD
1.2	09/01/2020	Added Discord OAuth data collection; refreshed sections; reformatting completed	LD + AO
1.3	08/06/2020	Changed FIR to OCA, changed wording	AO

Related Documents

Document Name	Document Identification
Gander Oceanic General Policy	CZQOP1R3_General
Gander Oceanic Training Policy	CZQOP2R4_Training
Gander Oceanic Currency Policy	CZQOP4R0_Currency
Gander Oceanic Controller Policy	CZQOP5R0_Controller

1 Purposes of this document

- 1.1 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 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 OCA outside of the Core system. This policy sits alongside VATCAN and VATSIM policies. This policy aims to comply with European Union General Data Protection Regulations and applies to all users of Gander Oceanic Core and other services regardless of whether they reside in the European Union.

2 How to contact us

- 2.1 To contact Gander Oceanic OCA, you can do the following:
- a) submit a support ticket at <https://ganderoceanic.com/dashboard/tickets> (account required); or
 - b) email the relevant staff member using emails provided at <https://ganderoceanic.com/staff>.
- 2.2 For privacy related matters, please contact the Deputy OCA Chief with the subject "ATTN: Personal Data Request" using the email associated with your VATSIM.net account.

3 Data we collect

- 3.1 Gander Oceanic Core collects the following data from your VATSIM.net account or Discord account:
- a) VATSIM Certificate Number (CID)
 - b) Full name as shown on your VATSIM CERT record
 - c) Email address as shown on your VATSIM CERT record
 - d) VATSIM subdivision, division, and region
 - e) VATSIM controller rating
 - f) Your Discord User ID used to access your profile information.
- 3.2 No private data relating to authentication (other than email address) is read or retained by us. This includes passwords, private keys, etc.

4 Why we collect data

- 4.1 The Core system collects the aforementioned 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 or via the support ticket system.

5 How we get your permission to use your data

- 5.1 By logging into the website using the VATSIM SSO, you automatically agree to the terms of this privacy policy, and consent to the use of your data in the ways described in this document. If at any time you no longer consent to the use of your data in any of the ways described in this document, then you may request to have your account and all associated data removed from our servers.
- 5.2 By linking your Discord account through Discord OAuth, you automatically consent to the use of your Discord data in the ways described in this document. If at any time you no longer consent to the use of your Discord data in any of the ways described in this document, then you have the ability through your dashboard to unlink your Discord account. This action will automatically remove the Discord data associated with your account from our servers.

6 Who can access your data and who is it shared with

- 6.1 Gander Oceanic OCA does not share or provide access to your data to members outside of our staff team. Our staff team includes our Instructor team, Executive team members, and senior VATCAN staff members.
- 6.2 Publicly available data, such as your Gander Oceanic OCA roster status is available to be viewed by the general public (i.e. people without an account). This is required for a member to stay on our roster.

7 How we manage your data

- 7.1 All data is securely stored on the Gander Oceanic OCA server, which is accessible only by the OCA Chief and the Deputy OCA Chief.

7.1 Requesting removal of personal data

7.1.1 You have the right to request that we remove all or certain bits of data from our service. To request this, either go to the “My Data” section of the Gander Oceanic Core website or email the Deputy OCA Chief with the subject line “ATTN: Data Removal Request” with the email associated with your VATSIM.net account. Under GDPR, we have up to 30 days to comply. We will email you with a confirmation when this is completed. Removal of your data does not prevent you from providing us permission to use your data again in the future.

7.2 Requesting an export of personal data

7.2.1 You have the right to request an export of all or certain bits of data from our service. To request this, either go to the “My Data” section of the Gander Oceanic Core website or email the Deputy OCA Chief with the subject line “ATTN: Data Export Request” with the email associated with your VATSIM.net account. Under GDPR, we have up to 30 days to comply. We will email you with a confirmation when this is completed.

8 Email communications

8.1 Email marketing communication from the OCA is done through 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 OCA staff.

9 VATSIM Code of Conduct section A4(b)

9.1 To comply with section A4(b) of the VATSIM Code of Conduct, Gander Oceanic OCA allows you to change your display name on the service. This display name will change how your name is presented to all users on the website and Discord server. 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.

9.2 Gander Oceanic OCA stores your CERT full name as per VATSIM CERT’s record of you in the database. This is only visible to the OCA Chief, Deputy OCA Chief and VATCAN Staff. We will never distribute this name outside of this group.

10 Changes to this policy

10.1 Changes to this privacy policy will be communicated via the news section of the website.