



Privacy Policy

Introduction

Your privacy is important to us. We promise to treat all of your personal data responsibly. This Privacy Policy details our position with respect to processing and holding your personal data as outlined by the European GDPR.

This Privacy Policy applies to our website, including your membership account that you will hold if your application to join BAVirtual is successful. It also applies to our private members forum, Discord accounts, and the BAVirtual Training website. We do not share any of your details with a third party unless we are required to do so in law.

Please take the time to read this Privacy Policy carefully and if you have any questions then please get in touch. Details of how to get in touch are given at the end of this policy document.

Who we are?

We are BAVirtual, a website based virtual airline using Flight Simulation platforms to emulate the operations of a UK based airline. We have up to 1250 members at any one time and are staffed entirely by volunteers. Our primary means of communication with members is via the website (www.bavirtual.co.uk), the private members forum and our private area of Discord.

Membership to BAVirtual is free of charge at the point of delivery to members.

1.1 Registration

In order to use any of our online services, you must first apply to join BAVirtual and successfully obtain an account. An on-line multiple choice examination must be passed in order to successfully obtain an account. Further details of this can be found in the SOP Document downloadable from our web site.

During the application process, the following data is required from you in order to process your application:

1. The date of your application.
2. Your full name as provided by you.
3. Your date of birth and therefore your age determined from that date of birth.
4. Your email address.
5. Your VATSIM network ID. You must be a VATSIM member to join BAVirtual.
6. Your IVAO ID (if you are a member of IVAO).

7. Your country and city of residence.
8. Your IP address from the location where the application is submitted.

No data is collected from third parties. All personal data is held encrypted in our database on our secure server.

This information is used to contact you about the services on our site for which you have expressed interest. Demographic information is collected to incorporate network security. Cookies, as well as other means of personal unique identification, will be used during the registration process. However, any personal data submitted will be kept strictly confidential and used only to identify you to the registration system.

1.2 Information Collection and Use

BAVirtual is the sole owner of the information collected on the BAVirtual web site. It will not sell, share or rent this information to others in ways different from what is disclosed in this Privacy Policy. BAVirtual only collects information from its users at the point of application to join.

BAVirtual has a number of responsibilities to you with regard to the collection of your personal data:

- BAVirtual has a responsibility to be accountable and transparent in how and why we collect, store and process your data. Members with access to your data are bound by our Data Protection and Handling Policy, which details and controls how we do this.
- BAVirtual has a responsibility to only collect, store, and process your data on a lawful basis. BAVirtual asserts it has a legitimate interest to do so in order to ensure the smooth functioning of the network and to ensure interactions between members whilst online conform to the SOP and this Privacy Policy. This legitimate interest constitutes a lawful basis for data collection, storage, and processing.
- BAVirtual has a responsibility to ensure that data protection is managed in accord with our Data Protection and Handling Policy and our Data Protection Impact Assessment.
- BAVirtual has a responsibility to report any data breach to the appropriate authorities.

You as a user of BAVirtual have a number of rights:

- You have a right to be informed why we collect your data. This policy explains these reasons to you.
- You have a right to access your data and view the data collected on you. This data will be released to you on written request. To protect the privacy of BAVirtual staff members the names of individual staff members making entries on your record and other security measures may be redacted.

- You have a right to rectify data you believe to be inaccurate. We encourage members to ensure details such as email address are kept up to date. If you believe other data held is incorrect you can raise the concern with the Membership Department to seek to have it corrected (membership@bavirtual.co.uk)
- You have the right to request your data be erased from the BAVirtual systems. This will result in the termination of your membership of BAVirtual.
- You have the right to request we restrict the processing of your data in the event of a dispute; this will restrict your ability to fly with BAVirtual.
- You have the right to object to our legitimate interests. While your objection is being considered, processing of your data may be frozen, and this will restrict your ability to fly with BAVirtual.

1.3 Personal Statistical Information

In the normal course of connecting to the BAVirtual server via Merlin, certain personal statistical information will be collected. This information includes, but is not limited to, BAVirtual ID, the time and duration of a member's connection / flight, the details of your flight including call sign used, filed flight plan filed and other information necessary and useful for the maintenance of your account. Some of this personal information (you name, BAV ID and flight details for example) can be seen by other members of BAVirtual. In addition, some of this information is also available to the general public via our website. This publically available information includes flight number, call sign, and some basic data about your flight. It does not identify you personally to the general public.

If at any time you feel that BAVirtual is not following this Privacy Policy, you should contact the CEO or Director of Human Resources via the web site.

1.4 Cookies

BAVirtual may use cookies on its site. A cookie is a piece of data stored on your hard drive which is used to track you through our site and for network security.

1.5 Sharing of Certain Information

BAVirtual will never share any of your personal data or details with any third parties, unless we are required to do so in law.

1.6 Links to Outside Websites

This forum may contain links to other sites. Please be aware that BAVirtual is not responsible for the privacy practices or policies of such other sites. BAVirtual encourages its members to be aware when they leave its website and to read the privacy statements of each and every web site that collects personally identifiable information. This privacy statement applies solely to information collected by the BAVirtual website or while connected to the network.

1.7 Required NOTAM Subscription

All BAVirtual members are subscribed to the distribution of a NOTAM list via email. This list is used to distribute information of an urgent nature to all users of the BAVirtual server and ACARS software directly relating to the functioning of the VA. Subscription to this distribution list is automatic and mandatory for all users and is a condition of membership to BAVirtual. This list is not used for any purpose other than official business. Your consent will be requested for other email distributions, such as confirmation of PIREP emails.

1.8 Exit Surveys

If your BAVirtual account is closed you will be sent an email with a link to an exit survey asking questions about your time and experience as a member of BAVirtual. This exit survey is completely voluntary and is offered to ex-members in a hope that we can learn what works well and what does not. If you do not complete the exit survey then it will not have any bearing on future applications to join BAVirtual.

1.9 Security

BAVirtual takes every reasonable precaution to protect its members' information. When you submit sensitive information via the BAVirtual website, your information is protected both online and offline.

BAVirtual will make all reasonable efforts to protect member information off-line. All member information, not just the sensitive information mentioned above, is restricted. This information is password protected and only those people who need the information to perform a specific job (for example, the Human Resources Director and HR staff, the CEO / ACEO, and the Technical Director) are granted access to personally identifiable information.

The BAVirtual Data Protection and Handling Policy detail the circumstances and the manner under which those authorised to see and access your data may do so. All persons with such access are required to indicate their agreement to be bound by this policy before access is granted. Access to this policy itself is restricted to those individuals with a right to higher levels of access as it details internal security procedures used by BAVirtual to secure your data.

If you have any questions about the security of the information you submit to the BAVirtual website, you can send an email to the Director of Human Resources on membership@bavirtual.co.uk

1.10 Minimum Age Requirement

BAVirtual accepts memberships from persons of the age of 16 and over.

BAVirtual does not accept membership applications from persons younger than the age of 16 under any circumstances and without exception. BAVirtual shall make every reasonable effort to prohibit persons under the age of 16 from joining the organisation.

1.11 Notification of Changes

If BAVirtual decides to update or change its Privacy Policy, notice of such changes shall be posted on its website and via a NOTAM so members are always aware of what information is collected, how it may be used and/or disclosed. If at any point BAVirtual decides to use personally identifiable information in a manner different from that stated at the time it was collected, it will notify members so that they may decide whether to maintain or cancel their membership.

Contact

Questions concerning this Privacy Policy may be directed to the Director of Human Resources on membership@BAVirtual.co.uk.