

Effective: 7/15/2020

## Introduction

This policy describes the information we process to support VirtualUA, Inc., website and ACARS, in providing membership services that you have requested. This statement applies to VirtualUA, Inc. and <https://virtualua.org/>.

## About VirtualUA, Inc.

VirtualUA, Inc. is a non-profit virtual aviation organization for simulation pilots, aimed at creating a positive learning environment where enthusiasts can build their knowledge and understanding of aviation. During this process, it is VirtualUA, Inc.'s goal to create an environment where learning these topics and building the knowledge and understanding in a fun and enjoyable way, allowing the simulation pilots to learn while experiencing and enjoying simulation and aviation. It is VirtualUA, Inc.'s hope that through this learning it will empower and enable our pilots to experience a new level of both real and virtual aviation.

## Information We Collect

VirtualUA, inc. only collects information required to provide membership services to you.

Information we request when signing up for a membership on the VirtualUA, Inc. website:

- **Password:** We only store an irreversible hashed version of your password in the database. The actual password you provide is never saved on the server.
- **First/Last Name:** Your name is stored in the database and displayed on the Member Roster, Live Flight Map, Pilot Chat and ACARS Chat.
- **E-mail Address:** Your e-mail address is stored in the database in case we need to communicate with you pertaining to your membership. Your e-mail address will not be visible to other users anywhere on the website.
- **Date of Birth:** Your date of birth is stored in the database and used to provide you pilot shop points on your birthday and to aid in account recovery. Your date of birth will not be visible to other users anywhere on the website.
- **Location (Country):** Your country will be stored in the database to aid in account recovery. Your country will not be visible to other users anywhere on the website.
- **VATSIM ID:** Your VATSIM ID will be stored in the database and used for validating manual flight reports and enrolling in VATSIM approved training courses. It is also displayed on the Member Roster.
- **IVAO ID:** Your IVAO ID will be stored in the database and used for validating manual flight reports. It is also displayed on the Member Roster.

Information that is automatically collected:

- A record of the pages you visit and/or the content you download from the website. This information is known as a "Server Log" and is used for diagnostic purposes. VirtualUA Inc. server logs are automatically deleted after 10 days.
- Your IP Address, which is automatically collected as part of the Server Log for security reasons and to prevent abuse.
- A Session Cookie may be saved to your computer to permit basic website functionality. This cookie does not contain any personal information.

## Managing Your Personal Information

You may view, modify or delete your personal information from your Profile Page.

If you wish to delete your membership account and request that your personal information be removed from the VirtualUA, Inc. server, please email Member Services [memberrelations@vuainc.org](mailto:memberrelations@vuainc.org)

Member account information is stored in the database until you explicitly request that it be removed.

## Security and Storage

VirtualUA, Inc. secures your personal information from unauthorized access, use, or disclosure. All information transmitted to the website is protected through the use of encryption, such as the Secure Sockets Layer (SSL) protocol. Unfortunately, no data transmission or storage system can be guaranteed to be 100% secure, and although measures are taken to protect your personal data, VirtualUA, Inc. cannot guarantee the security of any data transmitted to the server.

## Children

This service is for users age 13 and over and VirtualUA, Inc. does not knowingly collect personal information from children under the age of 13. If you are a parent or guardian of a child under the age of 13 and believe he or she has disclosed personal information, please contact VirtualUA, Inc. by e-mail to: [legal@virtualua.org](mailto:legal@virtualua.org).

## Use of Cookies

VirtualUA, Inc. uses cookies to store login and session information. A cookie is a small text file that is stored by your web browser on your computer or mobile device. These cookies do not contain any personal information and are required for the website to function properly.

## Third Parties

Personal information stored on this website will never be sold, exchanged, transferred, or given to any third parties, unless such a transfer has been expressly consented to or requested by the user.

## **Forums and Social Media Groups**

We do not collect or store personal information from our forums and social media groups. However, these groups are public and as such any personal information disclosed by you may be collected and used by others.

## **External Links**

This website may contain links to other websites which are hosted by and maintained by third parties. VirtualUA, Inc. is not responsible for the content or privacy practices of such other sites.

## **Contact Information**

Address: 539 W. Commerce Street, Suite 7051 Dallas, TX 75208

Phone: +1 (945) 910 9860

Email: [legal@vuainc.org](mailto:legal@vuainc.org)