



Kuwait & Iraq vACC

Data Protection and Handling



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1. Control Pages

1.1. Document Identification

Document Identification	
Type	Policy
Version	2026/01
Issue Date	15 Jun 2026
Effective Date	15 Jun 2026
Prepared By	John Yang – KWIQ1
Approved By	Rashid Raikhy – VATMENA1
Next Review Due	15 Jun 2027
Identification	KWIQ-POL-Data Protection and Handling

1.2. Revision Records

Revision Number	Date	Description of Change	Author
2026/01	15 Jun 2026	Initial Release	John Yang

2. Document Information

2.1. Scope

This policy outlines how the Kuwait & Iraq vACC collects, stores, protects and manages personal information.

2.2. Applicability

This policy applies to all members of the Kuwait & Iraq vACC, both residents and visitors, who have registered for services using a VATSIM Certificate Identification (CID) number.

Some areas of our services can be accessed without creating an account or signing in. While you are not required to provide login details to access these services; information about your visit may still be collected and recorded. This may include IP addresses, cookies stored by your browser, and other information that could potentially be used to identify a user. If a user would like to use our services anonymously, they shall enable appropriate browser settings.

2.3. Limitation of Liability

This document has been prepared for use on the VATSIM network and for simulation purposes only. The Kuwait & Iraq vACC alongside this document's authors cannot be held liable for any misuse of this document in the real-world.

3. Definitions and Acronyms

Member	An individual registered on the VATSIM network.
Resident	An individual who is assigned to the Kuwait & Iraq vACC.
Visitor	An individual from another Subdivision or division.
vACC	Virtual Area Control Center, otherwise known as a Subdivision.

4. Types of Data

The Kuwait & Iraq vACC collects a range of data from users including IP address' and VATSIM connection information via the VATSIM API; all information provided by users via support tickets, records on Discord and the VATMENA HQ; communications with vACC Staff and other members. We also collect data required for training like training requests; training records and scoresheets as well as data you submit while using our services.

4.1. Data provided from third party

When a member accesses any Kuwait & Iraq vACC service or applies for membership, VATSIM's central systems may provide the Kuwait & Iraq vACC with relevant information necessary to deliver its services and to process the members request. The categories of data that may be shared include:

4.1.1. User information from the VATSIM API:

- Members name;
- VATSIM CID;
- VATSIM registered email address;
- VATSIM ATC and Pilot rating(s);
- Members ATC, Pilot and military ratings;
- Members region, division, and subdivision (ARTCC/vACC);
- Membership status

4.1.2. Applying for a staff position:

- Review from the VATMENA Divisional Membership Department regarding standing at VATSIM

4.1.3. Discord Information:

- Discord name;
- Discord ID;
- Communication logs

5. Objectives of Data Processing

The Kuwait and Iraq vACC handles personal details to ensure smooth subdivisional operations. We process this information to:

- Manage information on our website and member services;
- Maintain ATC controller rosters;
- Maintain the training progress;
- Evaluate students performance

6. Operational Data Utilization

6.1. Quality Control & Moderation Systems

When feedback is submitted regarding network behavior or controlling quality, our systems log the sender's IP address, VATSIM callsign, and submission timestamp. This metadata is used strictly to verify authenticity and protect our staff from spam and unauthentic feedback.

6.2 Event Coordination

To coordinate subdivisional events and staffing schedules, the subdivision collects members data including individual CIDs, name, ATC ratings, and temporary solo operating endorsements.

6.3 Public and Internal Rosters

Active controller rosters published on our web platforms display a member's name VATSIM rating, CID and members subdivision to verify active controlling privileges within the Kuwait & Iraq airspace

6.4 Helpdesk and Ticket Retention

All support inquiries generated via the VATMENA HQ or Discord ticketing systems are stored for tracking and service quality evaluation. Members may request a transcript of their own tickets if required.

6.5 Mentoring and Examination Records

Our training department processes student data to coordinate session schedules, manage training queues, and document practical exams records. This data is stored for a period of 2 years before being disposed of permanently.

6.6 Media and Shared Content

Screenshots, media files or promotional streaming graphics voluntarily shared by community members may be utilized for subdivisional and divisional media banners or documentation.

6.7 Information Disclosure Protocols

The Kuwait & Iraq subdivision will never distribute personal identifying data to external entities. Full disclosure is restricted exclusively to authorized VATSIM and VATMENA staff for operational governance.

7 Data Rectification and Access Rights

Under recognized data protection standards (including GDPR Article 15 principles), members retain the right to review their stored personal records. Third party or proxy requests will not be processed.

To protect the confidentiality of other volunteers, internal administrative deliberations, staff to staff messages, or data impacting the privacy of other members will not be disclosed. Instead, redacted files or high level summaries will be issued. Final appeals regarding privacy disputes may be formally directed to the VATSIM Vice-President of Membership.

8 Contact and Inquiries

For questions regarding this policy, data deletion requests, or privacy concerns, please contact the Kuwait & Iraq administration team at:

- john.yang@kuwait-iraqvacc.net