SAN JUAN CERAP | PRIVACY POLICY

Effective Date: 01-06-2022 (June 1st, 2022)

When you use San Juan CERAP services, there is information sent to us that we use to collect statistics, analyse trends and provide services to you. Information that is collected is to help enhance the San Juan CERAP experience, we collect information across a series of products and services all to enhance the user experience. We collect information in the following ways:

- Information you give us. When you register an account with VATSIM and transfer to San Juan CERAP, login to a San Juan CERAP service, take an exam using our training website, or participate on Discord, information that is generally considered personal is given to us from you and VATSIM to include, but is not limited to: your name, email address and CERT Identification Number (CID).

- Information we get from you. Some other information is passed by your computer or electronic device, web browser, and VATSIM client. Information can include your IP address, web browser type, and version, device-specific information (such as operating system, unique device identifiers, and mobile network information), birth month/year, residing city, and country. This information may be linked to your account for identification purposes only.

- Log Information. Each time you perform an action on San Juan CERAP services, your action is logged. Information logged can include the type of action, data being sent and received, IP address the request originated from, software used to make the request, identification cookies, and the result of the request.

- Location Information. Your location information may be associated with each request through geolocation against the originating IP address, information given to us by you or given to us by you through VATSIM.

- Analytical Information. Your location information may be associated with each request through geolocation against the originating IP address, information given to us by you or given to us by you through VATSIM.

- Storage Location. Data is stored and encrypted on services owned or leased by San Juan CERAP within the United States and/or the Netherlands.

- How we use Information. To help enhance the San Juan CERAP experience, we collect information across a series of products and services all to enhance the user experience. We use the information collected to provide, maintain, protect and improve our services. The information we collect is maintained with confidentiality to the extent possible.

 The following information may be shared publicly:

- VATSIM CERT Identification Number (CID)
- Your first and last name
- San Juan CERAP Staff Associations and San Juan CERAP Staff Email Address
- VATSIM Region and Division Associations
- VATSIM Achievements and Ratings

- Posts in Discord or other communication methods except for email that has the ability to view without signing in to the application or website. None VATSIM Members are not able to access any San Juan CERAP service that requires an account to access protected content. Each account user is screened prior to accepting registration.

The following information is collected and may be used to protect our services, up to and including cooperation with legal requests for information from Law Enforcement Agencies:

- The above listed public information
- All IP addresses used and associated with your account
- Geolocation against aforementioned IP Addresses
- Activities performed with the San Juan CERAP Web Services – we may store identification tokens and other limited information on your electronic device through web storage or cookie usage.

Who we share information with:

- Virtual Air Traffic Simulation Network (vatsim.net)
- VATSIM Caribbean Division (vatcar.net)
- Other VATSIM, VATCAR and San Juan CERAP partners
- Law Enforcement Agencies

For more information on what is shared with whom, please see "How we use information". We use various technologies to collect and store information when you visit and use a San Juan CERAP service. This may include a cookie or other similar technologies to identify your browser or device. We also use means of tracking a user through integrated "Activity Logging" via our websites for visited places and actions within San Juan CERAP Web Services. Our cookies are mainly used as a means of tracking virtual users across the San Juan CERAP domain.

This allows us to know who is requesting and using our services and provide authentication and authorization checks to restricted areas. You may choose to disable cookie usages via your browser, but know that doing so will prevent access and use across restricted areas of the website and severely degrade your experience.

Opt-Out:

Given the nature of our services, it is not possible to opt-out of all data collection and use of our services. But if you desire to opt-out and no longer desire our services, we will purge all information we have collected upon written request to atm@sanjuan.vatcar.net.

The first step is to deactivate and request VATSIM purge your data. Please head to https://support.vatsim.net to do so. VATSIM, after processing your opt-out, will forward the request to VATCAR and San Juan CERAP for processing. Users may also contact atm@sanjuan.vatcar.net for guidance.

Note – San Juan CERAP cannot guarantee that information collected by parties outside of San Juan CERAP will be purged in the process.