



RAAFvirtual.org

RAAF Virtual Privacy Principles

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Version 2.2

Protecting your privacy and the confidentiality of your "personal information" is a high priority for RAAF Virtual.

Personal information with regards to this website and all RAAF Virtual online portals (and any other RAAF Virtual printed materials) means information we hold about you from which we can search for and retrieve your identity.

For example, we may collect and use your name and address details when you acquire or use particular RAAF Virtual products or services. RAAF Virtual understands that providing your personal information imposes a serious responsibility upon us.

We are committed to protecting your personal information. Where your personal information may be disclosed, and to the extent that we can, we believe in giving you a choice as to whom we may disclose your personal information to, and how these third parties may use your personal information for direct marketing.

Collecting your personal information

We collect personal information directly from you, and only to the extent necessary to deliver and ensure a RAAF Virtual product or service. We may choose to collect personal information from you when you fill in an application form online via our website or via direct communication.

We will always attempt to collect personal information from you using lawful and fair means, and not in an unlawful manner. The type of personal information we may collect from you generally comprises name, date of birth, VATSIM ID, and e-mail.

How we make use of your personal information

RAAF Virtual will collect your personal information in order to provide you with, or give you access to, a particular RAAF Virtual product or service.

RAAF Virtual may choose to disclose your personal information for the main purpose for which we collect it, with such disclosure reasonably expected by you. Some of these examples include, but are not limited to:

- Internal membership management
- Administrative reporting
- Protecting you and RAAF Virtual from fraud
- As part of a RAAF Virtual promotional campaign

There are other situations where we are compelled by law to disclose your personal information. For instance, under certain circumstances we may be compelled to provide your personal information to law enforcement agencies.

Direct Marketing

RAAF Virtual may use the personal information we collect from you to identify particular RAAF Virtual products and services, which we believe may be of interest and benefit to you, such as from third parties.

If you do not wish to receive this direct marketing information from RAAF Virtual, please let us know.

Quality and accuracy of your personal information

If we have accurate personal information about you, it enables us to provide you with the best possible service. RAAF Virtual will take reasonable steps to ensure the personal information we collect, use and disclose is accurate, complete and up-to-date. If you find that the personal information we hold about you is inaccurate, incomplete or out-of-date, please contact us immediately and we will take reasonable steps to correct it.

Security of your information

RAAF Virtual takes reasonable steps to protect your personal information from loss, misuse, unauthorised disclosure or destruction.

Cookies on the RAAF Virtual website

A "cookie" is a packet of information that allows the RAAF Virtual server (the computer that houses our web site) to identify and interact more effectively with your computer.

When you access our website, we send you a "temporary cookie" that gives you a unique identification number. A different identification number is sent each time you use our web site. Cookies do not identify individual users, although they do identify a user's Internet browser type and your Internet Service Provider. Our cookie allows us to keep track of the pages you have accessed while visiting our web site. It also allows you to page back and forwards through our website and return to pages you have already visited without requiring you to log in to our home page again.

You can configure your Internet browser to accept all cookies, reject all cookies or notify you when a cookie is sent. Please refer to your Internet browser's instructions or help screens to learn more about these functions.

Information logged on the RAAF Virtual website

When you visit the RAAF Virtual web site, our server logs the following information which is provided by your browser for statistical purposes only:

- The type of browser and operating system you are using
- Your Internet Service Provider and top level domain name (for example - .com, .gov, .au, .uk etc)
- Your computer's IP (Internet Protocol) address (a number which is unique to the machine through which you are connected to the internet)
- All of this information is used by RAAF Virtual for aggregated statistical analyses, such as Google Analytics reporting, or systems administration purposes only.

Links to other websites

The RAAF Virtual site contains links to other web sites. While RAAF Virtual will always endeavour to engage in business arrangements with commercial entities of good repute and ethical business practices, we are ultimately not responsible for the privacy practices or the content of such external web sites.

Please note that RAAF Virtual takes no responsibility for your PC obtaining any viruses from visiting these website links, or viruses obtained from visiting the RAAF Virtual website.

Searching within the RAAF Virtual website

Search terms that you enter when using our search engine are collected, but are not associated with any other information that we collect. We use these search terms for the purpose of aggregated statistical analyses so we can ascertain what people are looking for on our web site, and to improve the services that we provide.

Accessing your personal information

RAAF Virtual will, upon your request, and subject to applicable privacy laws, provide you with access to your personal information held by us. However, we ask that you identify, as clearly as possible, the type/s of information requested.

Contact the RAAF Virtual Privacy Officer

Please email your query and contact details (your name, contact phone number and email address) to the RAAF Virtual Privacy Officer at hqaf@raafvirtual.org.

This document has been approved and accepted by:

Member Name	Organisation Position	Date of Signing
TOM RICHARDS	vCHIEF OF AIR FORCE	10APR20
DAVID LOVE-BRICE	vDEPUTY CHIEF OF AIR FORCE	10APR20

Next Review: APR 2021