

Cross Aviation Virtual Airline Privacy Policy

Cross Aviation Virtual ("we", "our", "us") is committed to the security of the personal information you provide to us. This Privacy Notice contains types of information collected by us and how we use it.

In this privacy policy, "services" means our website and other ancillary provisions we make available to you.

Cross Aviation does not have a formally appointed Data Protection Officer, however if you have queries or would like to make a request regarding your personal information, you can do this by email at privacy@crossaviation.uk.

What We Collect

We currently collect the following information:

- Your username, which may or may not be your name
- Your email address
- Your IVAO VID
- Your country of residence
- Your password
- Flight Data - including statistics from your virtual flights
- Device Information - such as browser type, operating system, and IP address
- Usage Data – including preferences, session data, and interactions with our website

Why We Process Your Data

For the purposes of Art. 6 of the General Data Protection Regulation (GDPR), we process your data for the following purposes:

- Contractual Necessity - We store your username, email, and password to provide you with access to the services, and we store your IVAO VID and flight details to provide you with information about your use of the services.
- Legal Obligation - We store your country of residence for compliance with data protection laws in your region, and we store certain details about your usage of our services where required by law.
- Legitimate Interest - We store details about your usage of our services to monitor the performance of our services and improve user experience.

Certain elements of your data may be accessible to other users, such as your username and IVAO VID, which are on the Pilot Roster, accessible to anyone.

Cookies and Analytics

We use cookies to improve your experience, store preferences, and manage logins. We use only essential cookies required for site functionality. We do not use cookies for advertising or profiling purposes.

How We Store Your Data

We take appropriate security measures to protect your data. Your password is stored securely using hashing techniques. Access to personal data is restricted to authorised personnel only. We use industry-standard security practices, such as encrypted connections (HTTPS), access controls, and regular monitoring to ensure your data remains safe.

Your data is stored on servers located in the United Kingdom (UK), which is outside the European Economic Area (EEA). The UK has been recognised by the European Commission as providing an adequate level of data protection, meaning that your data is treated with the same level of protection as required under EU law.

We do not transfer your personal data outside the UK or EEA, and do not share your data with third parties except where requested by IVAO.

How Long We Keep Your Data

We retain your personal data only for as long as necessary to provide our services and meet our legal obligations.

- Flight data and related records are stored for as long as your account remains active.
- If your account becomes inactive for 12 months (i.e. you have not completed any flights under your designated callsign within that time), we will consider the account dormant.
- Where your account is dormant, it will be marked for manual deletion by staff, and we will notify you via email. We aim to do this within 1 month of the designation. During this time, your account may or may not be accessible. Where it is, and if you wish to continue using our services, you should email us to prevent its deletion. Where it is not, your data has been deleted, and if you wish to confirm this you may email us.

We retain only the data necessary for the purposes outlined in this policy and delete or anonymise it when no longer required.

Your Rights under Data Protection Law

If you are in the European Union or the United Kingdom, you have specific rights under applicable data protection laws — including the EU General Data Protection Regulation (GDPR), the UK GDPR, and the UK Data Protection Act 2018 — in relation to your personal data. These include:

Right to Access

You have the right to request a copy of the personal data we hold about you and to receive information about how it is processed.

Right to Data Portability

You have the right to receive your personal data in a structured, commonly used, and machine-readable format, and to transmit that data to another controller where technically feasible.

Right to Rectification

You can ask us to correct inaccurate or incomplete personal data we hold about you.

Right to Erasure (“Right to be Forgotten”)

In certain circumstances, you have the right to request that we delete your personal data, for example if you wish to close your account.

Right to Restrict Processing

You can request that we limit the way we use your personal data in certain circumstances (e.g. while a complaint is being investigated).

Right to Object

You may object to our processing of your personal data where it is based on our legitimate interests. We will stop processing unless we can demonstrate compelling legitimate grounds for the processing.

Right to Withdraw Consent

Where processing is based on your consent (e.g. cookies), you have the right to withdraw that consent at any time without affecting the lawfulness of processing carried out before withdrawal.

To exercise any of the rights listed above, please contact us at privacy@crossaviation.uk. We will respond to all requests within one month, in accordance with the GDPR.

If you are not satisfied with how we handle your data or your request, you have the right to lodge a complaint with your national data protection authority.

In Ireland, this is An Coimisiún um Chosaint Sonraí / The Data Protection Commission (<https://dataprotection.ie>).

In the United Kingdom, this is the Information Commissioner's Office (<https://ico.org.uk>).

Updates to this notice

We may update this notice from time to time. The latest version of this notice will be posted on our website. If we make significant changes to how we handle your personal data, we will notify users through our website or by email, where appropriate.