Privacy Policy

1. Overview

This Privacy Policy explains what information ProFlight Virtual ("ProFlight") collects, how it is used, who may see it, and how to request its removal. It applies to the ProFlight website, pilot accounts, ACARS software, and associated online services.

ProFlight is a free, not-for-profit flight simulation community for adults aged 18 and older. This policy addresses personal information; membership and flying rules are described separately in the Standard Operating Procedures and Code of Conduct.

2. Privacy at a Glance

Information collected: details provided when applying or maintaining a pilot profile; flight records and simulator telemetry submitted through ACARS; and technical information used to operate and protect the services.

Why it is used: to maintain pilot accounts, record and display flight activity, support community features, respond to requests, and keep the services secure.

Visibility and sharing: public visitors can see callsigns and live flight status, but not pilot names or PIREP pages. Registered users can see pilot profiles and flight records, subject to the last-name privacy setting. ProFlight does not sell members' personal information.

Retention: account-associated information is retained during participation. On departure or removal, account data is deleted and historical flights are disassociated from the individual, subject to the limitations described below.

3. Information We Collect

Application and profile information may include your name or display name, email address, pilot identifier, and profile details you choose to provide. We also record application and account status.

Passwords are stored in the database encrypted in a one-way irreversible hash. Staff members cannot access your password; they can only change your password.

Flight information may include aircraft and route details, departure and arrival airports, flight times, positions, speeds, altitudes, fuel usage, landing information, PIREPs, scores, flight hours, and other data reported by ACARS or submitted through the website.

Community and account activity may include support messages, event or tour participation, ranks, awards, virtual account balances, and account preferences.

Technical information may include IP addresses, login events, browser or application information, and diagnostic or security records. Optional third-party integrations may involve the account identifiers or settings you provide for those services.

We do not ask applicants to provide real-world pilot certificates. Please do not submit sensitive personal information that is not needed for your account.

4. How We Use Information

We use information to process applications, create and maintain accounts, authenticate sign-ins, record and score flights, calculate pilot statistics and virtual progression, and provide the website, ACARS, and community features.

We may also use it to communicate about accounts and service changes, answer support requests, investigate technical problems, protect systems against misuse, and respond to lawful requests. Where required, processing is conducted on an appropriate legal basis.

5. What Others Can See

Public visitors can see a pilot's callsign and live flight status. Public visitors cannot see the pilot's name or access PIREP pages.

Registered users can see callsigns, most profile details, ranks, awards, flight statistics, airmanship and safety scores, and live and historical PIREPs and flight activity. Pilots can choose to hide their full last name from other registered users.

Authorized ProFlight staff can see all historical safety violations, including violations that have aged off from a pilot's displayed safety record, as well as all administrative entries associated with the account. Information posted in community spaces such as Discord may be visible to others on those platforms.

6. Sharing and External Services

ProFlight does not sell personal information. Authorized staff and service providers may access or process information as necessary to operate and secure ProFlight.

Third-party services that your browser or client may connect to include font.bunny.net (website fonts), rainviewer.com (weather radar map layers), carto.com (map basemaps), and simbrief.com (optional flight planning). These connections may disclose technical information, such as your IP address, to the relevant provider. Optional integrations may also process information you choose to send through them.

We may disclose information when required by law or when reasonably necessary to investigate abuse, protect people or systems, or enforce legal rights.

ProFlight's server connects to platform.claude.com for server-side services. Information transmitted to that provider depends on the features being used. External providers process information under their own privacy practices.

7. Cookies and Technical Storage

ProFlight uses essential cookies for session handling and account sign-in. Cookies must be enabled to log in and use account features. ProFlight does not display a separate cookie consent prompt or provide an option to disable these required session cookies; by using and logging in to ProFlight, users acknowledge that these cookies are required.

ProFlight does not use third-party cookie tools, does not use cookies for advertising, and does not use cookies to track users for advertising purposes.

8. Retention and Account Deletion

ProFlight retains account and flight information while an account remains active or is otherwise maintained under its policies. Members may resign through their pilot profile or by contacting staff through an official channel. ProFlight may also end an account or onboarding process under its governing policies.

As described in the SOP, a departing participant receives a logbook export by email during the departure process. ProFlight then permanently removes account-associated data and disassociates the individual from historical flight records. Neutral, non-identifying placeholders may remain so historical operations continue to make sense.

Resignation or removal is currently irreversible. Deleted accounts, personal progression, and associated flight history cannot be restored to a returning participant.

Copies may remain temporarily in off-site backups until their normal 30 days expiration. Limited records may also be retained when required by law or reasonably necessary for security, and ProFlight cannot guarantee deletion of copies already held by independent third parties. Discord history is not subject to our deletion policy. Logs of deleted or changed discord messages are retained in discord for administrative purposes.

9. Security

ProFlight uses reasonable technical and administrative safeguards intended to protect account information. No online service can guarantee complete security. Keep your credentials private and report suspected unauthorized access to staff.

10. Your Privacy Choices

You may request access to, correction of, or deletion of personal information by following the Support process outlined in the SOP. Some information may be available for review or editing through your pilot profile.

Deletion of the information required to operate a pilot account generally means ending that account. Additional privacy rights may apply depending on where you live; ProFlight will respond to applicable requests as required by law.

11. Age Requirement

ProFlight membership is intended for adults aged 18 or older. If ProFlight discovers that an account belongs to someone below the minimum age, staff may close the account and remove associated personal information, subject to applicable requirements.

12. Changes and Contact

ProFlight may update this Privacy Policy as its services or legal obligations change. The current version will be made available through the ProFlight's website → Community → Documents.

For privacy questions or requests, contact ProFlight by opening a support ticket; refer to the SOP for the support ticket process.

If the ProFlight website and Discord server are unavailable or inaccessible, support requests may be submitted via email at *support@pflvirtual.com*.

This email address is intended primarily for external individuals or organizations and should only be used by members when the standard support channels are unavailable.

13. Record of Revision

Date	Revision No.	Page Numbers	Sections	Summary	Made By
11-6-25	06NOV26	All	10, 12, Header	Modified support references to reference SOP, Added Contact information, Modified header, Added page numbers.	CR
11-3-26	03NOV26	All	All	Initial release.	CR