

Table of Contents

Mission statement	3
PRIVACY POLICY	3
PP.1 INTRODUCTION	4
PP.2 WHAT INFORMATION IS STORED AND HOW IS IT USED	4
PP.2.1 INFORMATION YOU PROVIDE ON REGISTRATION.....	4
PP.2.2 INFORMATION YOU PROVIDE THROUGH USE OF OUR SERVICES	4
PP.2.3 INFORMATION RETAINED THROUGH THE USE OF OUR SERVICES	5
PP.2.4 STORAGE OF COOKIES ON YOUR COMPUTER.....	5
PP.2.5 COMMUNICATION BETWEEN YOU AND IVAO	5
PP.3 THIRD PARTY SERVICES	5
PP.4 VISIBILITY AND PUBLICLY ACESIBLE INFORMATION	7
PP.4.1 IVAO WEBSITE (IVAO.AERO)	7
PP.4.2 IVAO NETWORK (IVAN).....	7
PP.4.3 IVAO FORUM (FORUM.IVAO.AERO)	7
PP.4.4 WEBEYE AND WHAZZUP	7
PP.4.5 ADMINISTRATIVE ACCESS TO YOUR ACCOUNT	8
PP.4.6 SHARING YOUR DATA	8
PP.5 YOUR RIGHTS	9
PP.5.1 INFORMATION	9
PP.5.2 CORRECTION, DELETION OR BLOCKING.....	9
PP.5.3 CONSEQUENCES OF NON-CONSENT OR REVOKED CONSENT	9
PP.5.4 IDENTITY VERIFICATION.....	9
PP.6 CHANGES TO THE PRIVACY POLICY	10
TERMS OF USE.....	11
TU.1 General.....	11
TU.2 Account registration	11
TU.2.1 User accounts.....	11
TU.2.2 Organisational accounts.....	11
TU.3 Account activity.....	12
IVAO Creative Intellectual Property Guidelines	13
IPP.1 Introduction to Copyright.....	13
IPP.2 Introduction to Trademarks	13
IPP.3 Implications/Guidelines for IVAO.....	13
IPP.4 Practical Advice	14
Rules and Regulations.....	15
1. Definitions.....	15
2 IVAN RULES	18
IR.2.1 General.....	18
IR.2.2 ATC specific	20
IR.2.3 Pilot specific.....	21
IR.2.4 Observer Specific.....	22

IR.2.5 Voice specific.....	23
IR.2.6 Suspensions.....	24
IR.2.7 Non-flying vehicles.....	25
3. Regulations	26
3.1 Training department.....	26
General.....	26
GCA	26
Exam	26
3.2 Membership department	28
3.3 ATC Operations	29
Definitions.....	29
Online Regulations.....	29
Operational Regulations.....	29
3.4 Flight Operations	30
Support:.....	30
Restrictions:	30
Requirements:	31
3.5 Special Operations	32
Definition	32
Regulations	32
3.6 Events.....	33
General Regulations.....	33
Event Regulations	33
Planning an event.....	33
3.7 World tours	34
3.8 Executive regulations.....	35
Division and hq departments regulations and procedures.....	35
Staff regulations	35
Supervisor regulations.....	36
3.9 Public Relations	37
3.10 DevOps	38
3.11 BoG Regulations.....	39

Mission statement

The mission of IVAO (The International Virtual Aviation Organisation) is to provide a free environment for a realistic Flight- and Air Traffic Control simulation via the internet, utilising IVAN (International Virtual Aviation Network). IVAO is an educational and entertaining network where every world citizen, complying with the terms of use, is welcome to join the fun and pursue their virtual aviation experience.

PRIVACY POLICY

The International Virtual Aviation Organisation (further identified as IVAO) places the highest priority on handling your personal data with respect and confidentiality. IVAO adheres to all applicable data protection laws and regulations. The following privacy policy outlines what data is collected from you, who has access to that data, and how it can be used. The IVAO network (further identified as IVAN) is a service provided by IVAO VZW, an NPO with main offices located at:

IVAO VZW

Werfstraat 89
1570 Galmaarden
Belgium

PP.1 INTRODUCTION

1. Upon registration IVAO collects and stores some personal information, which includes: first name; last name; date of birth; country of residence; e-mail address and the IP address. During use of our network in any way we may also collect your network activity, IP and MAC addresses, operating system information.
2. IVAO collects and stores this data for statistics, research or technical purposes. IVAO provides an anonymised data feed to any third party. IVAO provides a data feed containing the user's first and last name if the user agrees to sharing his first and last name in this data feed. IVAO will ensure that these third parties have an appropriate privacy policy in place.
3. IVAO uses the stored information to operate and maintain the network, including, but not limited to, all administrative requirements and delivering services you requested.
4. IVAO shall provide all users the right to see, correct or delete their profile and information we have stored on their behalf, within the framework of the law.
5. IVAO can disclose all information, without notice, if required by the law or if necessary to conform to the edicts of the law, to the appropriate Belgian authorities.

PP.2 WHAT INFORMATION IS STORED AND HOW IS IT USED

PP.2.1 INFORMATION YOU PROVIDE ON REGISTRATION

When registering with IVAO, it is necessary to provide your real name, country of residence, email address, and date of birth. Your name and country of residence will become part of your public profile that can be viewed by any registered user. Your email address will be used to send you notifications such as newsletters, important service announcements, or to facilitate a staff member directly contacting you. You always have the option to unsubscribe from any mass mailings provided by IVAO from your profile page. Your date of birth will be used to verify that you meet our minimum age requirements for membership and/or staff positions. Your IP address will also be captured and stored as a part of this process. Any additional optional information that you choose to provide will also be visible to any registered user.

In addition, upon registration, a forum user account will be created for your use. Information provided during registration will be transferred to the forum (forum.ivao.aero) in order to create and administer your account.

PP.2.2 INFORMATION YOU PROVIDE THROUGH USE OF OUR SERVICES

When you log onto IVAN, the server automatically collects data regarding your connection including date and time of connection, provided name, and public IP address. Additional information is also collected from the flight plan of the IvAp pilot client and the ATIS section of the IvAc air traffic control client. This information is stored within the user's connection history. Furthermore, public and private IP address, operating system information as well as MAC addresses of the client connection are captured, however are not stored in our databases.

IVAO also provides a forum (forum.ivao.aero) for use by its members. Information regarding your connection including date and time and IP address is collected and stored. The forum also provides several user customisable fields that can be filled out by the user which may become

viewable to any registered user. Additionally, due to the nature of a forum, any posts made by you will be stored for viewing.

PP.2.3 INFORMATION RETAINED THROUGH THE USE OF OUR SERVICES

In order to provide you with services related to IVAO and adhere to our rules and regulations, certain information is retained by our servers including user exam history and user account suspension history. This information is only visible to staff and the user themselves. Virtual airline affiliation and staff details are visible to any registered user.

PP.2.4 STORAGE OF COOKIES ON YOUR COMPUTER

Cookies are tiny text files stored on your computer. Most frequently, cookies are stored for the duration of the current session, i.e. until you close your browser, but in some cases they are stored longer than this. IVAO uses cookies as follows:

Session Cookies for Identification

When you sign into your IVAO account via the website or via the forum, IVAO sets a cookie to recognise your browser (this is called a session cookie) upon your request. This allows you to enter your password only once per session (when you log in), without being asked repeatedly to do so while utilising the website. Most browsers accept cookies by default, but it is possible to change your browser settings to refuse all cookies. You can delete cookies at any time, however, but will have to sign in again the next time you wish to login to the IVAO website.

Log Information

When you visit an IVAO website, the server automatically saves the information that your browser sends whenever you visit this site. The information includes your request, IP address, browser type and language, and the date and time of your request. The information is used solely for analysing and maintaining the technical operation of the servers and network as a whole. It is generally deleted after a 3 month period.

PP.2.5 COMMUNICATION BETWEEN YOU AND IVAO

Should you have questions, you can contact us at any time via email. Certain departments utilize a mail ticketing service so as to reply as quickly as possible and to track our support service. Your information will only be used to process your request.

PP.3 THIRD PARTY SERVICES

IVAO utilises the Google Maps API for its online map (<http://webeye.ivao.aero>). Information regarding the Terms of Service and how Google handles your personal data can be found on the Google website.

IVAO Divisional websites may also utilise additional 3rd party plug-ins. Divisional websites are not under the direct administration of IVAO; however, are required to comply with this privacy policy when using or processing your data. Divisions however cannot request or store any other personally identifiable information than this privacy policy indicates.

Users may make use of 3rd party recording applications in order to broadcast and/or archive their actions on the network. Rules and regulations regarding this action are in place and reasonable steps have been taken to ensure no personally identifiable information is available; however, it is outside the scope of control for IVAO to monitor how this information is used or

disseminated. IVAO does not condone nor accept responsibility for the actions of users acting on their own private behalf.

PP.4 VISIBILITY AND PUBLICLY ACCESIBLE INFORMATION

PP.4.1 IVAO WEBSITE (IVAO.AERO)

Names, ATC and pilot ratings, ID numbers (also known as VID), and statistical information such as country and division, optional information such as Skype name and user comments, profile information such as ranks, awards, and virtual airline affiliation, and network information such as last online time are visible to any registered IVAO member. As an IVAO staff member, your name may also be visible as a point of contact regarding your position.

Information that you provided during the registration process will be visible to certain staff members of IVAO who have signed the appropriate confidentiality agreement (CA) with exception of names and country of residence which are visible to any registered user.

Of course, you have the ability to view all of your own information.

PP.4.2 IVAO NETWORK (IVAN)

Information that you provided while connecting to the IVAN including your ID Number, IvAp flight plan information, and IvAc ATIS information will be publicly viewable during your online session. Basic information provided by yourself and collected as a part of your online history will be visible to staff members and yourself. Information collected automatically by the server such as IP addresses and MAC addresses will be visible to certain staff members of IVAO who have signed the appropriate confidentiality agreement (CA).

PP.4.3 IVAO FORUM (FORUM.IVAO.AERO)

Certain information regarding your forum account is visible to other registered forum users including your VID, location, age, and gender when provided by the user as well as statistical information such as join date and number of posts. Additional information derived from the use of the forum service and from your IVAO registration is only visible to certain staff members who have signed the appropriate confidentiality agreement (CA). Due to the nature of a forum, any posts that you may make will become visible to any other user who has access to the same board.

PP.4.4 WEBEYE AND WHAZZUP

IVAO provides a publically accessible website for viewing network activity which shows your connection information including VID, IvAp flightplan or IvAc ATIS information, connection time and location on the network to any visitor. Your name will also be visible if you choose to opt-in through your profile settings, but only to registered and logged in users.

IVAO provides a publically accessible data feed for third parties to view network activity. This data feed contains your VID, IvAp flightplan or IvAc ATIS information, connection time and location on the network. Registered third parties may also obtain a data feed containing your first and last name if you choose to opt-in through your profile settings. IVAO verifies that registered third parties have an appropriate privacy policy in place.

PP.4.5 ADMINISTRATIVE ACCESS TO YOUR ACCOUNT

Certain information regarding your account is visible to staff members who have signed the appropriate confidentiality agreement (CA). These staff members are authorised to make changes to your account information in accordance with the scope of their duties with your consent, or as required to ensure compliance with the Rules and Regulations. Furthermore, these staff members may have access to personal information such as user suspension and disconnection history.

PP.4.6 SHARING YOUR DATA

Your information will never be sold to third parties. We will not disclose any personal data without your consent, unless:

- We are required by law to do so.
- We are obliged to do so to enforce our Rules and Regulations or the rights of IVAO.
- If IVAO is ever acquired by another company, user information could be transferred to the acquiring party.

Certain data may be shared with third parties; however, prior to disclosure, IVAO will ensure that the third party has signed an appropriate agreement with IVAO and that the data does not contain any of your personal information or other information which could potentially reveal your identity. This disclosure is limited to statistical data or technical data for research purposes.

PP.5 YOUR RIGHTS

PP.5.1 INFORMATION

IVAO is happy to give you a summary of all data we have collected from you as required by law. This request for information is free of charge and will be processed as soon as it is received. Normally, we deliver such requests via email, but you can also request it be sent via regular mail. If you want a detailed breakdown of collected data, please let us know precisely which data you would like to learn about. We want to make sure that you are really you and not someone pretending to be you, so we will need a copy or scan of a valid government issued photo ID to fulfil a request for information. We only use the scan or copy to check your ID and respond to your request. Upon fulfilment, the copy will be destroyed.

PP.5.2 CORRECTION, DELETION OR BLOCKING

In accordance with law, you are entitled to request that any data we collect from you be corrected, deleted or blocked from further use in cases that fall under the terms of the article. Deletions which are requested during a suspension period shall be honoured, however, permanent removal of all information associated with an account shall not take place until the suspension period is fulfilled in order to protect the interests and rights of the organisation in accordance with EU-GDPR.

PP.5.3 CONSEQUENCES OF NON-CONSENT OR REVOKED CONSENT

If you do not consent to this privacy policy in whole or in part, now or at a later point in time, you will no longer be able to use our services. In this case, you are required to inform us immediately and we will take the appropriate steps to delete your account and all associated data held by our servers. IVAO will take all reasonable actions to ensure full deletion of your data with registered third parties, however IVAO cannot guarantee that publically accessible obtained information is removed by any unregistered third party.

PP.5.4 IDENTITY VERIFICATION

In order to provide its service, or in case of doubt about the user's provided information, IVAO may request a user to send proof of identity to the Membership Department. This proof can be a state issued passport or identity card. After verification of the user's identity a note will be made on the user's profile and the submitted information will be destroyed. This note will not contain any information from the provided proof of identity.

PP.6 CHANGES TO THE PRIVACY POLICY

We may change our privacy policy from time to time. Your rights, however, will not be reduced without good reason. All changes to the privacy policy will be listed on this page. Any changes will be announced to our users via email and forum notifications.

If you have questions or concerns about this privacy policy, you can email us at vzw@ivao.aero or contact us by mail at:

IVAO VZW

Werfstraat 89
1570 Galmaarden
Belgium

If you choose not to accept any changes to our privacy policy, you have the opportunity to decline them within one month. After this period of time, the changes are considered to be accepted. Please communicate your objection via email to members@ivao.aero.

TERMS OF USE

TU.1 General

TU.1.1 The IVAO network is offered to you free of charge conditioned on your acceptance of the IVAO rules and regulations, terms of use and privacy policy published on our website. Your use of the network constitutes your agreement to these documents. IVAO reserves the right to change or update these documents and will notify users if it does.

TU.1.2 Users not meeting user requirements, abuse or violating the rules and regulations, unauthorized accessing, tampering, altering, disseminating or jeopardizing the network environment or disclose user information to third parties may face sanction up to and including a referral for criminal prosecution to be the sole determination of the IVAO Executive Council.

TU.2 Account registration

TU.2.1 User accounts

One-time registration with IVAO, with full and real name at www.ivao.aero, grants usage of IVAO services, provided the user is minimal 16 years of age at the time of registration, registers a continuously valid working e-mail address and chooses an IVAO division. Accounts may be subject to approval by the IVAO membership department, should doubts about the identity of the user rise. Users shall not create multiple accounts and are responsible to keep their accounts up to date. Users shall never share account passwords with other persons nor allow others to use their account and shall only use their own account.

Users can register an account if they are between 13 and 16 years old provided their legal guardians have given consent for this registration. Upon registration the user is asked to confirm this consent.

TU.2.2 Organisational accounts

TU.2.2.1 Application for an Organizational Account shall be done via e-mail to the Membership Department. The application shall contain, at minimum, the legal and trade name of the organization, physical location (ordinary place of business), the nature of the organization including services provided, legal/taxation status (e.g. non-profit, corporation, etc.), and how they wish to utilize IVAO services. Organizations shall provide contact information for at least two individuals considered to be managers. This information shall be made available to supervisory staff. The managers are at all times responsible for the account. The name listed on the account shall be the registered name of the company or organization. Organizational Accounts shall be listed as members of the division in which their primary place of business is located.

TU.2.2.2 Organizations agree that they shall not profit from the use of the IVAO services. (E.g. An organization which charges a fee to its clients for instruction time or use of equipment may do so, however, is prohibited from charging an additional fee for the use of any IVAO service.) Organizations agree to promote IVAO through the use of a visible IVAO logo and URL on their website. IVAO agrees to promote the organization through the affiliate program.

TU.3 Account activity

Active accounts require network activity minimal once every 3 months. Inactive accounts after initial registration will be removed after nine months. Active accounts becoming inactive remain inactive or can be removed. Inactive accounts as described in the membership department procedures.

Any artwork/content displayed on IVAO is understood to comply with the following Intellectual Property Policy. If you are the author of artwork being displayed without your permission, please contact IVAO Public Relations to request its removal.

IVAO Creative Intellectual Property Guidelines

These guidelines are intended to provide a basic understanding of intellectual property rights, and how they affect our organisation. Staff or members involved in the creation, use or distribution of images should read and understand these guidelines.

IPP.1 Introduction to Copyright

- Copyright protects the rights of authorship of any artistic, photographic, dramatic, musical, literary and visual works.
- Copyright is attached on creation of the work, and is an automatic right and does not require paperwork, registration or an explicit statement.
- Copyright gives the author the sole right to: reproduce the work, display the work publicly, edit or alter the work and distribute copies to the public by sale, rental or for free.
- Giving credit to the source does not substitute being granted permission to use the works.

IPP.2 Introduction to Trademarks

- A trademark is a sign which distinguishes goods and services from those of competitors.
- It can be words, logos or a combination of both.
- A trademark must be recognisable as a sign that differentiates goods or services as different from someone else's.
- Trademarks seek to protect the commercial rights of the 'power' of a brand.
- Therefore, trademark 'infringement' tends to only occur if: A) public confusion is caused when a similar party other than the registered owner uses a trademark or B) alternatively a trademark is used by a dissimilar party, however this causes reputational damage to the owner of the trademark, even without public confusion.
- "Fair use" may be a defense on two grounds, either that the alleged infringer is using the mark to describe accurately an aspect of its products, or that the alleged infringer is using the mark to identify the mark owner.

IPP.3 Implications/Guidelines for IVAO

Creative artwork (images, videos, banners etc) used for any IVAO activity (under the name of IVAO, or any functional division, department or sub-section) must be created using either:

- A) Artwork created by the author (photographs, illustrations, drawings, video footage etc.)
- B) Artwork that is free from copyright restrictions
- C) An image for which permission to alter and create derivative works has been granted. (The author must grant permission with the knowledge that a non-profit organisation may distribute the derivative image internally or externally.)

Images must be free from any registered trademarks, unless explicit permission has been granted by the registered owner to use the trademark.

Any author submitting his/her own image(s) as a whole (or part) work for IVAO is granting IVAO a license to use this image internally and externally, for free, until notified otherwise by the author.

Anybody creating, providing or using artwork in the name of IVAO (or any functional division, department or sub-section), must be able to demonstrate that the image is free from intellectual property (copyright and trademark) restrictions if challenged.

IPP.4 Practical Advice

It is not difficult to seek permission to use copyrighted images. Websites such as airliners.net provide contact details for authors of images. Many authors will happily allow their images to be used, especially within other aviation hobbyist circles. Authors must grant permission in the full knowledge that IVAO may distribute the derivative image internally or externally.

Alternatively, recommended sources of copyright free images:

<http://www.flickr.com/creativecommons/>

<http://search.creativecommons.org/>

Our aim is to fix the root-cause and educate members, not to create a hostile 'checking-up' culture. However, any 'challenges' to this policy will be handled solely by the Public Relations Director (PRD.) Any member wishing to report some artwork for breaching these guidelines should submit evidence to the PRD. If a breach is observed, the author will be asked to demonstrate his compliance with the policy. The PRD will then decide whether the image is compliant or not. If it is not, the artwork will be withdrawn from the competition/usage.

For any further assistance or questions, please contact:

IVAO Public Relations Department Director - prd@ivao.aero

IVAO Public Relations Assistant Director - prad@ivao.aero

IVAO Board of Governors - bog@ivao.aero

Rules and Regulations

1. Definitions

- **Account profile:**

Place where the registered user or organizational account can check their account information.

- **Active account:**

A registered user or organisational account which has been active as pilot or controller on IVAN within the past 3 months.

- **Administrator:**

A network status given to specific staff (Governors and some Logistics staff).

- **Channel Admin:**

Status assigned to the controller that creates a new channel for his position in the TeamSpeak 2 software client.

- **Connection:**

An active Internet connection to the IVAO Network (IVAN).

- **Department:**

Organizational entity being in charge of a set of specified tasks such as training, events or operations.

- **Division:**

Organizational entity that is responsible for a specific country or region.

- **Division staff:**

Member that has an assigned staff position at the divisional level.

- **Event account:**

Account issued by membership department to an IVAO division for use during events, these accounts may have multiple connections to the network.

- **Force-act:**

An automated message sent by an active controller to a pilot that is within their airspace requesting pilot contact for the purpose of providing ATC services.

- **FRA:**

Facility Rating Assignment. A system used to filter the connection to ATC positions by rating. They are set to ensure a minimum level of expertise for the position according to the member rating.

- **GCA:**

Guest Controller Approval. Permission that allows a foreign controller to provide service in a division which differs from the member's registered division.

- **GUARD frequency:**

Frequency that can be used by the pilot to request assistance in case of emergency (121.500 MHz).

- **Handoff:**

Air Traffic Control procedure that consists of transferring control of an aircraft to another air traffic controller.

- **HQ (Headquarters):**

Headquarters is composed by the Executive Council and Departments, who are responsible for Network Operations, Management, and providing assistance to divisions in their tasks.

- **Inactive account:**

A registered user or organisational account which has been inactive as pilot or controller on IVAN for a period longer than 3 months.

- **Information storage:**

Storage of information as described in the privacy policy and in accordance with Belgian law.

- **IVAN:**

International Virtual Aviation Network. The simulation network provided by IVAO.

- **Local procedures:**

Aeronautical procedures specific for a division or aerodrome and published on the divisional website.

- **Mini Division:**

Organizational entity that is responsible for a specific country or region, but that is not fully independent from the support of the HQ; Entity that is expected to become a division after a probation period.

- **Multi-country Division:**

Organizational entity that is responsible for multiple countries or a region where shared resources are used to manage the area.

- **Observer:**

Type of connection restricted only to observe and listen activities in IVAN.

- **Organizational account:**

Account with the purpose to be used by organizations, these accounts may have multiple connections to the network.

- **Private message:**

Message sent to a particular user by using IVAC or IVAP.

- **Registration:**

The voluntary submission of first and last name, valid e-mail- and IP address. Also includes an agreement to adhere to all rules and regulations.

- **Scheduling system:**

System to be used to schedule an Air Traffic Control position on the network, to a specific location and timeframe, which supersedes an active connection with same conditions in favor of the scheduled user.

- **Senior staff:**

Members that have an assigned position of a Department at an HQ level whom give assistance to divisions and are responsible of areas where there is no active Division.

- **Staff:**

Users with a specific responsibility in a Department. See Division Staff and Senior Staff.

- **Supervisor**

A network rating granted to individuals in order to help connected users in IVAN. Supervisors are also responsible for enforcement of the rules and regulations of IVAO subject to review by Executive. See also “suspension”.

- **Supervisor note:**

An entry into the account profile of an user regarding a non-punitive action. Only Supervisors and Administrators can view this information.

- **Suspension:**

A disciplinary action applied to any user who violates the R&Rs. Only Supervisors and Administrators can view this information.

- **Unicom:**

Frequency exclusively used by text to coordinate with other users in IVAN when there are not available ATCOs (122.800).

- **Users:**

The natural or legal person registered in IVAO network.

2 IVAN RULES

IR.2.1 General

2.1.1: Users connecting to IVAN shall use their real first- and last name written in full.

2.1.2: Multiple connections are prohibited except for IVAO designated staff as a temporary requirement for training, exams or software development and for organizational or event accounts in which case the number of allowed connections is noted on the account profile. Multiple connections by staff, shall be stated in the ATIS or flightplan remarks.

2.1.3: The primary language for text and voice communication on the network is English. All users of IVAO need to have and apply a basic proficiency in aviation English both in voice and text. Divisions may allow or demand the use of additional languages and will have to publish these requirements on their website.

2.1.4: Users shall only use approved software downloaded from the IVAO website to connect to the IVAO network and shall ensure he/she has basic knowledge on how to use this software.

2.1.5: Users shall have basic knowledge of aviation procedures. This includes but is not limited to: flight procedures, airspaces, radio-telephony.

2.1.6: The GUARD frequency (121.500) shall only be used for emergency communications. It is prohibited to use GUARD for any other type of communication. Informing pilots ATC is online or requesting pilots to contact ATC are not emergency communications.

2.1.7: If a user requires assistance on the network the user can use the .wallop command to request assistance from a supervisor. The .wallop command shall include a short description of the situation. Users shall always follow supervisor or administrator instructions.

2.1.8: Users connected to IVAN shall respond to voice and/or text communication which are considered equal and free of prioritizing. Users connected as pilot are allowed 20 minute- and ATC are allowed 5 minute breaks if traffic permits. Users not responding to a supervisor call via text within the maximum permitted break time or shorter if circumstances deem necessary, will be disconnected from the network. Additionally the user could be suspended and/or online statistics can be deleted.

2.1.9: User behaviour shall reflect the mission statement. All abusive and/or offensive communication on the network whether public or private, regardless of transmission means, will not be tolerated. Usage of and communication in the network is limited to information and material concerning IVAO, e.g. VA publicity, is prohibited.

2.1.10: IVAO prohibits all forms of criminal activity and dissemination/transmission of harmful information including but not limited to pornography, grooming, sexual propositions, -behaviour and -innuendos. Offenders may face sanctions up to and including a referral for criminal prosecution. Reasonable attempts for parental notification of minor victims shall be made and for minor suspects, considered.

2.1.11: Simulation of real world ethnic, political or religious conflicts or problems including simulation of any form of war or aggression, are strictly prohibited.

2.1.12: Recording/streaming of user identifiable data, in violation of the privacy policy, is prohibited. Users are permitted to record, transmit and/or stream all user generated content provided this content is not in violation of the IVAO privacy policy and/or subject to copyright. Users recording or steaming shall note this as a remark in their flightplan or ATIS.

IR.2.2 ATC specific

2.2.1: Before connecting users shall ensure they are familiar with and able to apply the appropriate local procedures, prepare the required information and are able to be online for at least 30 minutes.

2.2.2: Divisions may restrict ATC positions by a FRA and/or GCA. These restrictions shall be published on the respective division website.

2.2.3: When connecting as ATC, users shall use the appropriate frequency, station name and callsign as published on the (division) website. Available ATS units and their use are subject to and part of the local procedures set by staff.

2.2.4: An ATS unit shall not control outside its area of responsibility.

2.2.5: Once a user has connected as ATC he shall coordinate with other ATC about the handover of traffic, a user shall not force-act a pilot under control of another controller. Traffic shall be transferred between controllers by using the handoff option of the software.

2.2.6: ATC shall request pilots to contact them by using a force-act or private message if required. GUARD shall not be used for this purpose.

IR.2.3 Pilot specific

2.3.1: Pilots shall read back and comply with ATC instructions and flight procedures unless these instructions impose immediate danger to the simulated flight.

2.3.2: Pilots shall contact applicable ATC and/or reply to ATC calls or force acts. Simulation of a radio failure (SSR code 7600) is no reason for ignoring ATC instructions unless instructed by IVAO trainers/examiners.

2.3.3: Pilots shall never connect on a runway or taxiway or in the air. Reconnection shall be coordinated with ATC if applicable, to avoid conflict.

2.3.4: Pilots shall use a valid (military or civil) callsign when connecting, and file a complete and valid flight plan before flight, following ICAO standard.

2.3.5: Pilots shall have their transponder activated during flight. If during flight no ATC is available pilots shall monitor "UNICOM" freq. 122.800 on their radio and announce their intentions on "UNICOM" to other pilots.

2.3.6: Simulating 'hijack' (SSR code 7500) is prohibited.

IR.2.4 Observer Specific

2.4.1: Users connecting as observer shall use the _OBS suffix and never include one of the ATC suffixes or staff callsigns. Users connected with the _OBS suffix shall never use the created ATC channel/frequency for text- or voice communication. (Valid observer callsigns are for example: EHAM_OBS, BP_OBS, EGLL_1_OBS)

IR.2.5 Voice specific

2.5.1: With exception of the CC teamspeak server all other IVAN voice servers shall only be used when connected to IVAN as pilot, ATC or observer. Users shall use their IVAN callsign when connected. In case of a controller change the Channel Admin (CA) rights shall be transferred to the new controller if possible.

2.5.2: Playing of music and/or other broadcasting of sound, not related to the simulation or noise, obstructing clear communications, is prohibited. Channel restrictions by users are prohibited, with the exception of channel restrictions published in the department guidelines.

2.5.3: Users shall not use voice distortion software to change their transmitted voice.

IR.2.6 Suspensions

2.6.1: Users violating the IVAO rules and regulations can be subject to a suspension issued by a supervisor or authorized administrator on behalf of the executive. Appeal to the issued suspension shall only be done as described in the email received after suspension.

IR.2.7 Non-flying vehicles

2.7.1: Vehicles other than aircraft, used for aviation simulation purposes, are only allowed as published on division or HQ website and require at least an ADC rating for the operator and the appropriate responsible ATC station online. The vehicles shall use the callsign format "ICAO CODE"_"TYPE"_"NUMBER" (example: ZZZZ_FM_01 meaning ZZZZ FollowMe 01)

3. Regulations

3.1 Training department

General

T.1 IVAO GCA- and exam regulations are subject to the IVAO HQ training department. None of the published IVAO training department procedures and/or regulations shall be altered, without prior written approval by the Training Director and/or Training Assistant Director.

GCA

T.2 Divisions, participating in the GCA (Guest Controller Approval) program, may require users registered with foreign divisions, to obtain a GCA before being allowed to log on to a FRA restricted position. Such GCA requirement(s) shall be published on the division website in English language.

T.2.1 All users with an ADC (or higher) rating can apply for a GCA.

T.2.2 The GCA shall only be used to determine if a user is able to properly apply the local procedures on the respective FRA restricted position. Divisions may require a checkout to assess the level of competence. Divisions reserves the right to revoke a GCA in case the required level of competence is no longer met. A GCA cannot be refused or revoked based on lack of knowledge of the local language.

T.2.3 Training Director, Training Assistant Director and Senior Training Advisors are allowed to log into any ATC position on the network regardless of GCA restrictions for training and exam purposes.

Exam

T.3.1 IVAO pilot and/or ATC exams can only be performed in approved IVAO (mini-) divisions which are assigned by the Training Director and/or Training Assistant Director. The approved divisions shall be published on the IVAO website.

T.3.2 IVAO users can not apply for an IVAO exam outside the division they are registered with.

T.3.3: Exam procedures and marking standards are solely to be determined by the HQ training department. Divisions not executing the proper procedures and marking standards, may have their pilot and/or ATC examiner assignment revoked.

T.3.4 IVAO exams shall be assessed on the IVAO network via approved IVAO software. The approval of the IVAO software for exams is determined by the Training Director and/or Training Assistant Director and shall be published on the IVAO website.

T.3.5 Practical IVAO exams may only be assessed by IVAO training staff with an active IVAO examiner status. Approval of IVAO examiners shall be granted by the Training Director and/or Training Assistant Director. Approval of staff exams shall be done by the Training Director, Training Assistant Director and/or Senior Training Advisor.

T.3.6 All IVAO exam results are pending validation by the Training Director, Training Assistant Director and/or appointed HQ training staff. Successful completion of the exam after validation by International Virtual Aviation Organization VZW – Werfstraat 89, 1570 Galmaarden, Belgium
iban BE73 9792 4833 5260 – bic ARSPBE22 – email vzw@ivao.aero - web www.ivao.aero - ond. nr. 888.628.579

IVAO HQ, will result an equivalent ATC or pilot rating being assigned to the user. This rating may be revoked/downgraded if certain standards are no longer met.

T.3.7 IVAO users can be suspended or excluded from IVAO exams for reasons of exam fraud, scoring 10% or less on an exam or violation of the IVAO rules and regulations. The type and length of exclusion is determined by the Training Director and/or Training Assistant Director.

T.3.8 The ratings of SFI/SAI are assigned and revoked by the Training Director and/or Training Assistant Director. The rating of CFI/CAI is honorary and assigned by the Executive Council. This rating is not removed upon resignation from the position of Training Director and/or Training Assistant Director.

T.3.9 After switching divisions users are not allowed to request any practical exam within 90 days. Exceptions can be made by the Training Director, Training Assistant Director and division mentor.

T.3.10 Only users with an active account are allowed to request and perform exams. Users with inactive or suspended accounts are excluded from requesting and/or performing exams until their status is active again.

3.2 Membership department

M.1 In case of doubt on the user identity by the membership department the user will be asked to provide a copy of an official ID to prove his identity.

M.2 E-Mail address containing the word IVAO are not accepted.

M.3 Division Change request

A user may once per 12 months request a division transfer, all transfers are subject of approval by the users prospective division and the Membership Department.

For the right procedure please refer to: <http://forum.ivao.aero/index.php?topic=195931.0>

3.3 ATC Operations

Definitions

A.1.1 Aerodrome Control: All DEL, GND and TWR positions.

A.1.2 Terminal Control: All APP and DEP positions or TWR positions with TMA responsibilities

A.1.3 Area Control: All ACC positions responsible for CTA and UTA airspace

A.1.4 FSS: Stations performing Flight Station Service

Online Regulations

A.2.1 Aerodrome Control Regulations

A.2.1.1 Users should login in the highest available position in aerodrome that is available according to FRA and the user feels comfortable with, following the order TWR > GND > DEL. For example, if FRA permits, a user should connect as a TWR instead of GND

A.2.1.2 The simulation of NOTAMs closing runways, taxiways, aprons or imposing any other restrictions to the common operation of airport shall only be done with agreement of pilots. Its simulation, however, is not recommended, since it's not relevant for the operation.

A.2.2. Terminal Control Regulations

A.2.2.1 An approach shall perform the ATC duties in all controlled aerodromes (TWR, GND and DEL) under the airspace he's responsible in the absence of online members.

A.2.3 Area Control Regulations

A.2.3.1 It's not mandatory for center controllers to perform duties in airspaces manned by approach controllers, but it's preferable to do so when the load permit to have a maximum coverage.

Operational Regulations

A.3.1 FRA Regulations

A.3.1.1 FRA for Centers in areas not covered by divisions will be set as ADC.

A.3.2 Scheduling System Regulations

A.3.2.1 Users are encouraged to plan and schedule anytime when ATC service is bound to be provided. For events, divisions may create special systems for schedule and users shall follow the details in event announcement.

3.4 Flight Operations

Support:

F.1.1 IVAO FOD will provide a website for VA listing, statistics and ACARS.

F.1.2 Approval and management is the responsibility of the division FOC and FOAC or in their absence DIR and ADIR. VA removal however has to be requested by the divisions to the FOD.

F.1.3 FOD always reserves the right to remove a VA from the registered VA list. Reasons for this action should be forward to the Executive.

F.1.4 The Executive Council always reserves the right to remove a VA from the VA registered VA list. This could be based on any serious and/or regular transgressions of the IVAO R&R.

Restrictions:

F.2.1 To become a registered IVAO™ VA, your VA has to be free of charge for the members, and should not have a commercial goal. Your VA will not profit directly or indirectly from using the IVAO network, neither use IVAO™ name to do publicity for the company.

F.2.2 Registered VAs are responsible for the logos and names they submit to the IVAO database. IVAO™ will not be responsible for copyright violations.

F.2.3 Only IVAO™ member VAs will have the right to maintain a registered ICAO code. You can choose your own ICAO code during the registration process and it will be assigned to you. Multiple VAs with the same call sign can be included in the IVAO VA registered list. If the VA you are registering is based on a real airline, then you will be assigned the ICAO code of that real airline.

Note: the reference for real airlines is ICAO Doc 8585.

Requirements:

To be an IVAO™ member VA and to maintain the registration, a VA must fulfil the following requirements:

F.3.1 The CEO/Owner must:

- Be a person at least 16 years old.
- Have been registered on the IVAO network for at least 6 months.

F.3.2 It is mandatory for VAs to use the IVAO ACARS system and are required to log every 6 months 50 legs/flights using the VA ICAO code from the date of the registration. If they fail to do so, then the system will automatically delete the VA from the registered list.

Note: VAs can use their own ACARS parallel with the IVAO one.

F.3.3 The registration form must be completed and submitted by the CEO/Owner of the VA. This is to ensure a direct communication channel between the IVAO Flight Operations and VA management personnel.

F.3.4 VA website shall display, at least on the homepage of the website, the provided official IVAO VA logo linked to IVAO™ main website.

F.3.5 Registered VAs must adhere to the GDPR and any deviation from the GDPR will result in termination of the VA membership from IVAO.

3.5 Special Operations

Definition

S.1 Special Operation flights are all flights operating as Operational Air Traffic (OAT) regulations.

Regulations

S.2 Referrer to the Special operations directive for the Special Operations regulations <https://doc.ivao.aero/specops:directive>.

3.6 Events

General Regulations

E.1.1 HQ Events Award: Award program valid when participating in selected published events.

E.1.2 PDE: Public Demonstration Event (PDE) can be requested by a division when intending to represent IVAO at a live stand (eg. Live fair, airshow..)

Event Regulations

E.2.1 A maximum number of 3 events including 1 RFE per day. On discretion of the HQ events department a 4th event may be allowed. Approved PDE events will have priority over regular events.

Planning an event

E.2.2.1 Divisions are required to plan all their events in the preplanned calendar and must be announced and published on the IVAO HQ events forum and IVAO website.

E.2.2.2 PDE Events need to be planned via email to the events department.

3.7 World tours

- W.1 World Tour flights are to be conducted in accordance to IVAN Rules and Regulations.
- W.2 In addition to IVAN Rules and Regulations, a number of World Tour Department specific procedures must be observed and followed. These are defined on the website of the World Tour Department. <http://wt.ivao.aero/rules>
- W.3 Every World Tour will also include separate and specific regulations that apply only to that World Tour. These regulations are published on the Description page of the tour. These regulations are complimentary to the World Tour Department's General regulations.

3.8 Executive regulations

Division and HQ departments regulations and procedures

X.2.1 Division/Department Directors and assistant Directors are appointed by the Executive Council after they have passed a successful interview.

X.2.2 Division/Department Directors and assistant Directors are representatives of the organization to their divisions. Their responsibility, in addition to the functions of the position, is to support and assist the Executive council inside the divisions/departments.

X.2.3 - Every country is eligible for one IVAO division or mini division. Every group of countries are eligible for one IVAO multi country division or mini division. The ISO code of a division is assigned by the Executive Council.

X.2.4 The creation and closure of a division is determined by the Executive Council. A request to open a new division has to be made to the Executive Council with the required documentation as specified in the division creation procedure.

X.2.5 Every division must have a Director and Webmaster at any time.

X.2.6 - Divisions must provide a website for their members, which should be hosted on the IVAO-NPO division webserver. The website must as a minimum contain the information described in the division website requirements procedure.

X.2.7 The only official communication channels between a division and its members are the IVAO forum, IVAO staff mail, the IVAO NOTAM system and the division's website.

X.2.8 Regulations for divisions are established and maintained by the Executive Council.

Staff regulations

X.3.1 - Division and department HQ is appointed by the Executive Council. Divisional and departmental staff members are appointed by the respective division or HQ department.

X.3.2 - The following age requirements applies for the respective positions at the time of appointment:

- 16 years: Division staff except director and assistant director
- 18 years: Department staff except director and assistant director
- 21 years: Department and division HQ, executive.

X.3.3 - The following rating requirements applies for the respective positions at the time of appointment:

- No requirements: DevOps and PR
- AS3 or FS3: MC/MAC
- ADC or PP: Division staff except DIR, ADIR and HQ department staf
- SPP or APC: Department HQ, Division HQ

X.3.4 - The division Director (DIR) or Assistant Director (ADIR) must be residing in the country of the division. For a multi country division both DIR and ADIR must be residing in one of the countries which the division is consists of.

X.3.5 - Members can only hold staff position(s) in one division at any given time. Any member may not hold more than four (4) staff positions in total.

X.3.7 - Staff members are prohibited from holding any staff position(s) of any competing organization.

X.3.8 Regulations for staff members are established and maintained by the Executive Council.

X.3.9 Executive Council may waiver any of these regulations, should it be deemed necessary.

X.3.10 All staff is required to register an account on the IVAO staff discord server. On this server the IVAO staff Discord server usage guide applies as can be found here <URL>.

X.3.11 Staff members are not allowed to store any data containing personal information on their own hardware or software

Supervisor regulations

X.4.1 Only staff members can hold a Supervisor status.

X.4.2 Senior HQ (Department Director and Assistant Directors) and division HQ (Division Directors and Assistant Directors) are automatically eligible to become a Supervisor, as long as the other requirements also are fulfilled.

X.4.3 An IVAO staff member can be nominated to become a Supervisor by his superiors or any staff member of higher management.

X.4.4 Division HQ, can only nominate staff members in their own division to become Supervisors.

X.4.5 To be eligible as a Supervisor, the staff member must;

- have been a staff member at HQ or divisional level for at least 3 consecutive months;
- have held the rating of Senior Private Pilot (SPP) and Approach Controller for at least 6 months;
- have a minimum of 100 hours logged as a staff member;
- successfully pass an interview with the Executive Council
- agree to sign the Confidentiality Agreement.

X.4.6 Supervisors represents the Executive Council in their tasks, therefore they are appointed, managed, monitored and disappointed by the Executive Council.

X.4.7 A Supervisor appointment is a global network appointment, not a divisional appointment.

X.4.8 Requirements, procedures and guidelines for Supervisors are established and maintained by the Executive Council.

X.4.9 All Supervisors are obligated to deal with requests and situations throughout the network, and must while online respond to all wallops sent by any member, and for any reason, unless otherwise occupied.

X.4.10 Supervisors must follow and act according to IVAO R&R. In situations where required, these cases may be reported to IVAO Executive.

X.4.11 Supervisor's actions taken without adhering to the guidelines will be subject to warnings and the possibility of having the Supervisor status removal.

X.4.12 Executive Council may waiver any of these regulatory items, should it be deemed necessary.

3.9 Public Relations

P.1 For the public demonstration events procedure please refer to
<https://doc.ivao.aero/events/procedures:pde>

3.10 DevOps

D.1 Manipulation

All websites and tools are owned and copyrighted by/to IVAO. Any attempts of decompiling, exploiting, hacking and any other kind of activities in the purpose of gaining access to restricted/encrypted material or areas, are strictly prohibited.

Users that reveal any security related issue in IVAOs software are entitled to report it to DEVOPs in order to get the problem solved. Exploiting or spreading the revealed issue to third parties is prohibited. If such activities are detected and/or not being reported to appropriate instances (i.e. DEVOPs or Executive Council), an appropriate sanction (i.e. suspension) will be established by the Executive Council.

D.2 Flight data tracking

According to IVAO R&R 2.1.2 members details are confidential. Confidentiality means – in relation with flight data tracking – that only IVAO staff members are allowed to view flights from others. Divisions using their own flight data tracking system are enforced to make sure, the privacy requirements are met at all times. If DEVOPs are notified about a violation of this rule, the access to Whazzup (see Regulation D.4 below) may be revoked.

D.3 Login API approval

1) All IVAO Login API requests are subject to an approval process by DOD/DOAD or the Executive Council started by either:

- Divisions DIR/ADIR
- Divisions WM/AWM
- CEO of Virtual Airlines

Requests from other parties then the before mentioned will be declined without further notice.

2) Once usage of the API was approved, the requestor will receive a unique API usage key, which

has to be kept secret.

3) If the API isn't being used for more than 90 consecutive days, DEVOPs reserves the right to revoke access to the IVAO Login API. In this case re-application is possible by going through the approval process again.

D.4 Whazzup usage (live network data)

1) Whazzup is not any longer subject for an approval issued by DEVOPs. Whazzup feed is free to use for everyone.

2) Whazzup feed is provided as plain text file.

3) To reduce data load, this file is served as gzip-compressed archive and must be handled on the users end accordingly.

4) The maximum refresh time of the Whazzup feed is once per 3 minutes.

5) If DEVOPs detects a refresh rate shorter than 3 minutes, DEVOPs reserves the right to ban the source IP address requesting Whazzup feed temporarily or permanently.

D.5 Hosting divisional websites on HQ Servers

1) Each Division can request their division website to be hosted on IVAO HQ hosting servers for free.

2) Each division will receive a host web space package with individual requirements, which are subject to approval of DOD/DOAD.

3) Access to this package is granted to divisions WM and AWM as well as DIR and ADIR.

4) It is up to Divisions DIR/ADIR/WM/AWM to hand out credentials to other parties.

Responsibility for all actions done lies with the before mentioned parties.

D.6 Backup of divisional websites

Every division – regardless if they are being hosted on IVAO HQ servers or not – are enforced to regularly (at least once per quarter) send backups of their websites to DEVOPs. This backup must contain all files, databases, offered downloads (e.g. Charts (if being offered), Sectorfiles, ...) and other related things, which are needed for running the website. Divisions DIR/ADIR/WM/AWM is responsible for this process to be monitored and handled regularly, at least once a quarter.

3.11 BoG Regulations

B.1 The Rules, Mission Statement, Terms of Use, Privacy Policy and BoG Regulations can only be modified by the BoG

B.2 Other regulations can be modified by the Executive Council in coordination with the responsible department and shall follow the network vision as determined by the BoG

B.3 Procedures or documents referred to in any regulation can be modified by the responsible department and shall follow the network vision as determined by the BoG

B.4 All modifications shall be announced at least 2 weeks (14 calendar days) before becoming effective, modifications will always become effective on the 1st of a month