SECURITY OVERVIEW

How we protect your school's data

How Flight Suite HQ keeps each school's records apart, handles payments, protects signed records, and responds if something goes wrong.

Every
record kept to its own school by the database itself

0
card numbers stored by Flight Suite HQ

HTTPS
on every connection, and encrypted at rest

Daily
backups for every paying school and maintenance shop

Flight Suite HQ · Blue Sky Software Group LLC
flightsuitehq.com · security@flightsuitehq.com

November 2026

Flight Suite HQ keeps each school's data separate, sends every connection over HTTPS, never stores card numbers, backs up every paying school and shop daily, and logs who changed what. This is a plain summary of how your data is protected.

01 Your school's data is yours, and kept apart

- **Separated in the database:** every record belongs to its school, and the database itself returns only the rows a signed-in person's school and role allow. One school's members cannot read another's.
- **Roles:** eleven roles, from owner and treasurer to instructor, mechanic, student and renter, each seeing only what its work needs. A school can switch individual features off for a role.
- **Sign-in:** passwords of at least 10 characters; password reset links come only from us and point only at our own site. From your profile you can sign out of all your other devices, or sign out everywhere. Security emails tell you about a sign-in from a new device or network, a changed password or email address, and two-factor sign-in being turned off.
- **Two-factor sign-in:** anyone can turn it on with an authenticator app, from their profile. From 1 December 2026 it is required for a school's owners, admins, treasurers and staff, and a school can require it of everyone, with 14 days' notice. A school's owners and admins can reset a member's two-factor sign-in.
- **Our staff:** Flight Suite HQ support can view an account as a user only from our own admin console, and each time is logged.

02 Hosting, encryption and backups

- **Hosting:** customer data is held in a managed database on Amazon Web Services in the United States.
- **Encrypted in transit and at rest:** every connection uses HTTPS, and browsers are told never to connect over anything else. Stored data and its backups are encrypted by our database host.
- **Daily backups:** every paying flight school and maintenance organization gets its own backup each day, and the 10 most recent are kept.
- **Separate test environments:** development and testing run on separate systems with their own keys, so testing never touches your data or charges a real card.

03 Card details and payments

- **Cards never reach us:** card and bank details go straight to Stripe or Square. We keep only a card's brand and last four digits, to show which card is on file.
- **Your own processor account:** a school connects its own Stripe or Square account, so payments settle to the school.
- **Consistent records:** every charge, payment and credit updates the invoice, the ledger and the account balance together. Paid invoices cannot be edited, and invoices and ledger entries cannot be deleted; mistakes are corrected with a new entry.
- **No double charges:** payment buttons lock while a charge is in progress.

04 Records that cannot be quietly changed

- **Audit log:** records who did what in your school. Nobody can edit or delete it, and you can export it as CSV.
- **Signed records:** with AC 120-78B mode on, each signature records the signer, their certificate number, the time, the IP address and a statement of intent, with a SHA-256 hash of the record. A signed record is locked; mistakes are fixed with a formal correction that keeps the original.
- **Tested changes:** every change to the product passes an automated test suite, covering the money, access and permission rules above, before it is released.

05 Privacy and AI

- **Never sold:** your data runs your operation and nothing else. We do not sell, rent or trade personal information.
- **AI features are off by default:** each school chooses whether to switch them on. We don't use customer data to train AI models, and only the text a feature needs is sent.
- **Flight tracks:** recorded only when the pilot records them, and shared outside the school only through a link the pilot creates.
- **Getting your data out:** export members, reports, the audit log and more as CSV; a student's record, transcript and transfer record as PDFs; or use the API with a key you control.
- **Deleting an account:** anyone can delete their own account from their profile. Personal details, certificates, medical details, images and saved cards are deleted; records a school must keep (flights, training, invoices, signed maintenance) stay under "Deleted User".

06 If something goes wrong

1. We contain it: revoke the affected keys or sessions and close the gap.
2. We work out what happened, which schools and records were involved, and when.
3. We tell each affected school without undue delay: what happened, what data was involved, and what we have done.
4. We fix the cause, and share what changed with the schools involved.

07 Your part, and how to reach us

- Give each person their own account with the least role their work needs, and deactivate people who leave.
- Use a strong password that is not used anywhere else, and keep API keys private.
- Turn on two-factor sign-in from your profile.

Contact

Report a security problem: security@flightsuitehq.com

Questions about your data: support@flightsuitehq.com

More in our Privacy Policy and Organization Agreement. A more detailed security overview is available to customers on request.