

# Important Information

The legal stuff, policies, etc.

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# Your Data, Streaming, and Privacy

The Hull Seals Chat is a public system, viewable by anyone from anywhere. Despite this, Seals are expected to treat information they are exposed to with professionalism and discretion with regards to how your data is treated. Below are some of our expectations.

## Streaming

We ask that no CMDR stream, record, screenshot, or otherwise transmit the contents of the Hull Seals chat platform, to ensure the privacy of our clients. The exception to this rule are screenshots in which consent has been explicitly given by every participant included in the screenshot. Any tools used or developed specifically for the Hull Seals is likewise not to be recorded or transmitted.

If you are streaming in-game, we ask that you keep in mind that you represent the Hull Seals. You are expected to follow all the guidelines of the streaming platform you are using. If a client asks you to not stream their rescue, you are expected to either suspend your stream or ask to be unassigned from the rescue.

Streamers, if advertising Hull Seal business, are not to engage in PVP or combat when otherwise avoidable.

Any rescues that are undertaken while streaming is encouraged to take place in a private group to avoid stream sniping.

## Client Data

All information Clients give us is to be considered private and is not to be disclosed without the direct permission of the client to anyone outside the Hull Seals.

## Backend Links

Do not give out links to our backend systems. Although not secret, these are for the use of the Hull Seals only.

## Your Account

Your account is associated with you and you alone. Do not give out access to any accounts of yours affiliated with the Hull Seals. You and you alone are responsible for all acts done under your accounts. Do not share usernames or passwords with anyone else. Our tech support will never ask for your password. If your account is compromised, inform our techs immediately.



# Cookie Policy

This document was last edited 4/17/2019

This cookie policy ("Policy") describes what cookies are and how Website Operator ("Website Operator", "we", "us" or "our") uses them on the [hullseals.space](https://hullseals.space) website and any of its products or services (collectively, "Website" or "Services").

You should read this Policy so you can understand what type of cookies we use, the information we collect using cookies and how that information is used. It also describes the choices available to you regarding accepting or declining the use of cookies. For further information on how we use, store and keep your personal data secure, see our [Privacy Policy](#).

## What are cookies?

Cookies are small pieces of data stored in text files that are saved on your computer or other devices when websites are loaded in a browser. They are widely used to remember you and your preferences, either for a single visit (through a "session cookie") or for multiple repeat visits (using a "persistent cookie").

Session cookies are temporary cookies that are used during the course of your visit to the Website, and they expire when you close the web browser.

Persistent cookies are used to remember your preferences within our Website and remain on your desktop or mobile device even after you close your browser or restart your computer. They ensure a consistent and efficient experience for you while visiting our Website or using our Services.

Cookies may be set by the Website ("first-party cookies"), or by third parties, such as those who serve content or provide advertising or analytics services on the website ("third party cookies"). These third parties can recognize you when you visit our website and also when you visit certain other websites.

## What type of cookies do we use?

### Necessary cookies

Necessary cookies allow us to offer you the best possible experience when accessing and navigating through our Website and using its features. For example, these cookies let us recognize that you have created an account and have logged into that account to access the content.

# Functionality cookies

Functionality cookies let us operate the Website and our Services in accordance with the choices you make. For example, we will recognize your username and remember how you customized the Website and Services during future visits.

## What are your cookie options?

If you don't like the idea of cookies or certain types of cookies, you can change your browser's settings to delete cookies that have already been set and to not accept new cookies. To learn more about how to do this or to learn more about cookies, visit [internetcookies.org](http://internetcookies.org)

## Changes and amendments

We reserve the right to modify this Policy relating to the Website or Services at any time, effective upon posting of an updated version of this Policy on the Website. When we do we will revise the updated date at the bottom of this page. Continued use of the Website after any such changes shall constitute your consent to such changes.

## Acceptance of this policy

You acknowledge that you have read this Policy and agree to all its terms and conditions. By using the Website or its Services you agree to be bound by this Policy. If you do not agree to abide by the terms of this Policy, you are not authorized to use or access the Website and its Services.

## Contacting us

If you have any questions about this Policy or our use of cookies, please contact us.

This document was last updated on April 14, 2019

This document was made with the generous assistance of [WebsitePolicies](#).

# Privacy Policy

This document was last edited 2022-10-03

This privacy policy sets out how the Hull Seals ("Hull Seals") uses and protects any information that you give Hull Seals when you use this website. Hull Seals is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement. Hull Seals may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from the 10th of October, 2022 at 0001 EST onward.

## What information we collect about you

**We may collect the following information when you use our website:**

- Username
- Email Address
- Date of Birth
- IP Address
- Other data collected that could directly or indirectly identify you.

## Cookies and other tracking scripts

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyze web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes, and dislikes by gathering and remembering information about your preferences. We use traffic log cookies to identify which pages are being used. This helps us analyze data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website. If at any time you have questions about our privacy practices or any of your rights described below, you may reach us at [administration@hullseals.space](mailto:administration@hullseals.space)

## How we use the information we collect

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping including service optimization, website stats.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.

# Sharing with trusted third parties.

We may share your personal data with third parties with which we have partnered to allow you to integrate their services into our own Services, and with trusted third-party service providers as necessary for them to perform services on our behalf, including, but not limited to:

- Serving advertisements
- Performing analysis of our Services and customers demographics

We may also share your personal data with third parties including, but not limited to, our hosting partner, currently Amazon, Inc. Details of how they use your personal data may be found at <https://aws.amazon.com/privacy/>. Each respective third party may be governed by their own policies.

## An Important Note about Data Sharing

As part of our Seal services, we may share more information with Third Parties, through sources such as "Google Docs" or other services. However, we still have all documents and ownership permissions where applicable controlled by an official Hull Seals account. Nonetheless, some data may be shared with the hosts for these services.

## Data about the Usage of Services

Is automatically collected when you use and interact with our Services, including metadata, log files, cookie/device IDs and location information. This information includes specific data about your interactions with the features, content and links (including those of third-parties, such as social media plugins) contained within the Services, Internet Protocol (IP) address, browser type and settings, the date and time the Services were used, information about browser configuration and plugins, language preferences and cookie data, information about devices accessing the Services, including type of device, what operating system is used, device settings, application IDs, unique device identifiers and error data, and some of this data collected might be capable of and be used to approximate your location.

## How we store and secure the information we collect

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

While we implement safeguards designed to protect your information, no security system is impenetrable and due to the inherent nature of the Internet, we cannot guarantee that data, during transmission through the Internet or while stored on our systems or otherwise in our care, is absolutely safe from intrusion by others.

## Data Breaches:

In the event of a situation where an outside entity gains access to user data without the permission of the individual. We will notify the appropriate agencies within 72 hours of the discovery of the incident and notify users

without undue delay.

## Compliance with legal, regulatory and law enforcement requests.

We cooperate with government and law enforcement officials and private parties to enforce and comply with the law. We will disclose any information about you to government or law enforcement officials or private parties as we, in our sole discretion, believe necessary or appropriate to respond to claims and legal process (such as subpoena requests), to protect our property and rights or the property and rights of a third party, to protect the safety of the public or any person, or to prevent or stop activity we consider to be illegal or unethical.

## Communicating with you.

We may contact you directly such as necessary to deliver transactional or website related communications. We may also contact you with offers for additional services we think you'll find valuable if you give us consent, or where allowed based upon legitimate interests.

These contacts may include Email or any other communication method we have access to.

You may also update your subscription preferences with respect to receiving communications from us and/or our partners by sending us an email at [administration@hullseals.space](mailto:administration@hullseals.space)

## Transfer of personal data abroad.

If you utilize our Services from a country other than the country where our servers are located, your communications with us may result in transferring your personal data across international borders. We comply with the General Data Protection Regulation (GDPR) (EU) 2016/679 of the European Union (EU) and the European Economic Area, to the benefit of peoples of all countries. We agree to abide by the California Consumer Privacy Act (CCPA) to the benefit of peoples of all countries.

## Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## Controlling your personal information

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so or for a purpose specified previously in this document. We do share information with third parties only to the extent that it is required in order to carry out our services. When possible, this data has been anonymized. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you by contacting the administration team by email. If you believe that any information we are holding on you is incorrect or incomplete, please email us at [administration@hullseals.space](mailto:administration@hullseals.space) as soon as possible. We will promptly correct any information found to be incorrect.

# Who Does What?

The Hull Seals are a rather large organization - too large to be run by one person alone. As such, there are numerous different people and groups that work together to make the Seals what you see today.

As a general rule of thumb, the Seals are a semi-leaderless collective, with all members of the group fundamentally identical. No assigned roles, ranks, or duties exist when two seals meet, and different role fins are only put on when needed.

## Administration

This role has to exist as a part of the fact that we are all different and order must be maintained through the chaos. They are not dictators- nor do they flex their authority when not needed. They are Seals first, and their role second. When not needed, they fall back into the line with all the rest of the Seals.

### The Blubber Bob

The Blubber Bob - Yes, that's actually their name - are the Administrators and legally-required leaders of the Seals. Although the seals do not have one set "In Charge" force, they are the people who step forward when needed on most administrative and matters of great importance to the Seals. They also wield the final authority on any issues regarding violations of the Hull Seals rules.

The current Blubber Bob members are

- Akastus
- Rixxan
- MiddleNate
- Drebin Omega

### Moderators

The Moderators assist the Blubber Bob in the enforcement of the rules and policing of removing unwanted influences from the Seals when our rules and code of conduct are broken. They also take charge when needed in settling disputes between Seals on an individual basis, before resorting to hammer-swinging.

The current Moderators are

- Unknownium
- C1701D
- InHooman
- Dr. Nagi

## Technical Support

The Technical Support corps of the Seals are the **CyberSeals**. These are those few who have volunteered countless hours and work toward developing and maintaining our Seal systems... and putting them out when they

start burning. Many of the CyberSeals are IT or cyber field professionals, and as such may have variable sleep schedules. Keep this in mind when you try and contact them - they'll do their best to get back to you as soon as possible, but that may seem to take a while! Feel free to ask them any questions you have as well - most of the time, they're willing to help out with any tech issue, Seal or not.

Our current Cyberseals have a variety of different roles and areas of expertise. The current CyberSeal corps are

Name	Timezone	Specialty
Rixxan	US East	Head CyberSeal, General Technology
Kenny Rosser	US West	CyberSeal Manager, Database Guru
BrotherLizardo	US West	CyberSeal Manager (On Leave)
SKidathor	EU Central	Translation Team (DE)
Rik079	EU Central	Python and Bot Management

## Training

The Trainers are an essential part of any path toward becoming a Seal. They are the masters of the SOP - they are those who pass it along and instill it into new pups. These volunteers step in to make sure that every Seal is qualified and ready to face any scenario.

The current trainer corps include

Name	Role
Hack-Wizard	Head Trainer
Akastus	Trainer
Rixxan	Trainer
MiddleNate	Trainer
C1701D	Trainer
InHooman	Trainer
Watermelon	Trainer
SpaceTrash67	Trainer

urmustang	Trainer
Unknownium	Auxiliary Trainer
Drebin Omega	Auxiliary Trainer

# Reporting Bugs and Issues

The Hull Seal systems are designed to be robust, reliable, and easy to use. However, it may happen that a bug is encountered, or an issue is discovered with a system in use by the Seals. Our Cyberseals do their best to ensure that your experience on the site is as smooth as possible, however, sometimes things do slip through the cracks.

Without knowing about issues, we can't get to work fixing them. Please inform a CyberSeal or other staff member of any issues you find as soon as you find them! We'd rather have duplicate bug reports than be left in the dark about an issue.

After being informed about your issue, our techs get to work and try and solve the problem as soon as possible.

If you encounter an issue that precludes you from talking to one of our techs, or need to discuss the issue further, email [cyberseals@hullseals.space](mailto:cyberseals@hullseals.space) for more information or help.

# Terms of Service

This document was last edited 7/1/2020

Welcome to our website. If you continue to browse and use this website, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern our relationship with you in relation to this website. If you disagree with any part of these terms and conditions, please do not use our website.

The use of this website is subject to the following terms of use:

The content of the pages of this website is for your general information and use only. It is subject to change without notice.

You must be 13 years of age or older to use any Hull Seal Service, including but not limited to the user account system or chat solutions, as either guest or registered user.

This website uses cookies to monitor browsing preferences. If you do allow cookies to be used, the following personal information may be stored by us for use by third parties.

Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose.

You may not use our services to ambush, lure, hunt, track, or stalk any other users or members of the site or the respective services. You agree to not make false reports in the rescue request section or fill out any forms intentionally inaccurately. Should you wish to create a mock or artificial case for a reasonable purpose, you must coordinate with our staff beforehand.

You agree to refrain while using any Seal-related services, from discrimination on the basis of race, sexual orientation, gender, age, or other differentiating factors.

You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services, or information available through this website meet your specific requirements.

This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance, and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.

All trademarks reproduced in this website which is not the property of, or licensed to, the operator is acknowledged on the website.

Unauthorized use of this website may give rise to a claim for damages and/or be a criminal offense.

From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).

After you register and login to this site, you will be able to fill out a profile. It is your responsibility to present clean and accurate information. Any information the owners or staff determines to be inaccurate or vulgar in nature will be removed, with or without prior notice. Appropriate sanctions may be applicable.

You have the ability, as you register, to choose your username. We advise that you keep the name appropriate. With this user account, you agree to never give your password out to another person except for an administrator, for your protection and for validity reasons. You also agree to NEVER use another person's account for any reason. We also HIGHLY recommend you use a complex and unique password for your account, to prevent account theft.

The owners of this site also reserve the right to reveal your identity (or any other related information collected on this service) in the event of a formal complaint or legal action arising from any situation caused by your use of this site.

You agree, through your use of this site, that you will not post any material which is false, defamatory, inaccurate, abusive, vulgar, hateful, harassing, obscene, threatening, invasive of a person's privacy, or otherwise in violation of any International or United States Federal law. You also agree not to post any copyrighted material unless you own the copyright or you have written consent from the owner of the copyrighted material. Spam, flooding, advertisements, chain letters, pyramid schemes, and solicitations are also forbidden on this site.

You acknowledge that you will never, on any Seal platform or any other place where the Seals maintain a presence, use any names or act in any way that would give the impression to a reasonable person that you are acting in an official capacity or as an official representative of the group as a whole unless you have written authorization from the staff to do so.

You agree that you will never impersonate another member, staffer, guest, or representative of this or another group either on Seal-provided services or other places.

You agree to not attempt to evade any bans. Most bans may be appealed, however, some bans may not be appealed, depending on circumstances. Attempts at ban evasion may be reported.

You agree to not disrupt the site, services, or any affiliated aspects. This includes, but is not limited to, DDoS attacks, flooding, attempts to gain access illegitimately, or other methods.

You agree that you will make no attempt to conduct illegal activity on our site or any services associated.

You agree to not advertise, promote, solicit, or advocate for any business, product, service, or event without explicit permission from the staff, free or otherwise.

We reserve the right to refuse site services or site access to anyone for any reason that we, in our sole discretion, deem to cause a negative impact on our site or disruptive presence on the site.

# Statements

Releases from the Hull Seals regarding various situations and issues

# Cheating and the Hull Seals

The Hull Seals is an organization that got its start with the recent Distant Worlds 2 Expedition and was formed with the intention of rescuing and aiding pilots who put themselves at risk in the deepest reaches of our galaxy.

As such, we as an organization salute those pilots that fly within the confines of Elite Dangerous in the manner it was intended at all times. The camaraderie and many friendships forged over the long months during the expedition were because of these risks and trials faced by honest and decent pilots.

When you take away the challenge of Deep Space exploration through cheating, you will never have the chance to meet this active, vibrant, and wonderful community of Commanders that call themselves Hull Seals.

Those who use hacks, exploits, and cheats stray far from Halpy's Light, and deserve nothing less than to be completely cast off from our galaxy. We will always be vigilant in keeping a lookout for those who would seek to harm the game and its various communities through cheating and exploitation.

The Hull Seals condemn the use of all cheats, hacks, exploits, and other game modification tools that effect gameplay by all CMDRs. Any Seal found to use these tools will be expelled from the Seal collective for violation of the Frontier Developments Terms of Service and the Hull Seals code of conduct. We define these tools as those that provide an advantage or unfair edge to players compared to what is possible in the game itself. Tools, such as HUD color changers, that have no impact on gameplay are not counted under this definition.

# The Hull Seals & PvP

## ***Rules on PVP Combat and the Hull Seals***



## Can Hull Seals engage in PvP combat?

- While on a call, Seals do not engage in Player Versus Player (PvP) Combat. Even if a player fires upon a Seal, the Seal is expected to disengage. *We are not and will never be mercenaries or a "dial-a-fight" service.*
- If Seals are logged in, active as Seals, and engage in consensual PvP, there must be clear proof that all parties agreed to the encounter. "They were in Open!" is not a valid reason.
- If you are representing the Seals in any way, Such as the name of your ship, CMDR name, attached to an expedition as a Seal, Ship ID, or any other way, any PvP must be consensual by all involved. At all times, follow Expedition or Private Group rules.
- You may not stalk or otherwise deliberately target a previous client that you friended as part of a case.

We recommend Seals and Clients unfriend each other after cases to prevent this. Failure to unfriend is not in and of itself an offense, but would be a determining factor if a complaint were brought against a Seal.

This is not to say that we forbid all CMDRs from partaking in PvP combat if they are Seals. When not on duty, advertizing the Seals, or in any way representing the Seals, CMDRs are encouraged to take part in any form of gameplay offered by the game.

However, no matter what, we expect all Seals to follow Frontier's Terms of Service, our own position on Cheating and the Hull Seals, and all other rules and regulations applicable to a situation. We take complaints very seriously, and will act on complaints on a case-by-case basis. Failure to follow these rules can result in disciplinary action by the Seal body.

# On the Future of the Seals

Hello, Seals.

We come to you today to ask for your help, and to draw attention to a potential issue drawing near in our future.

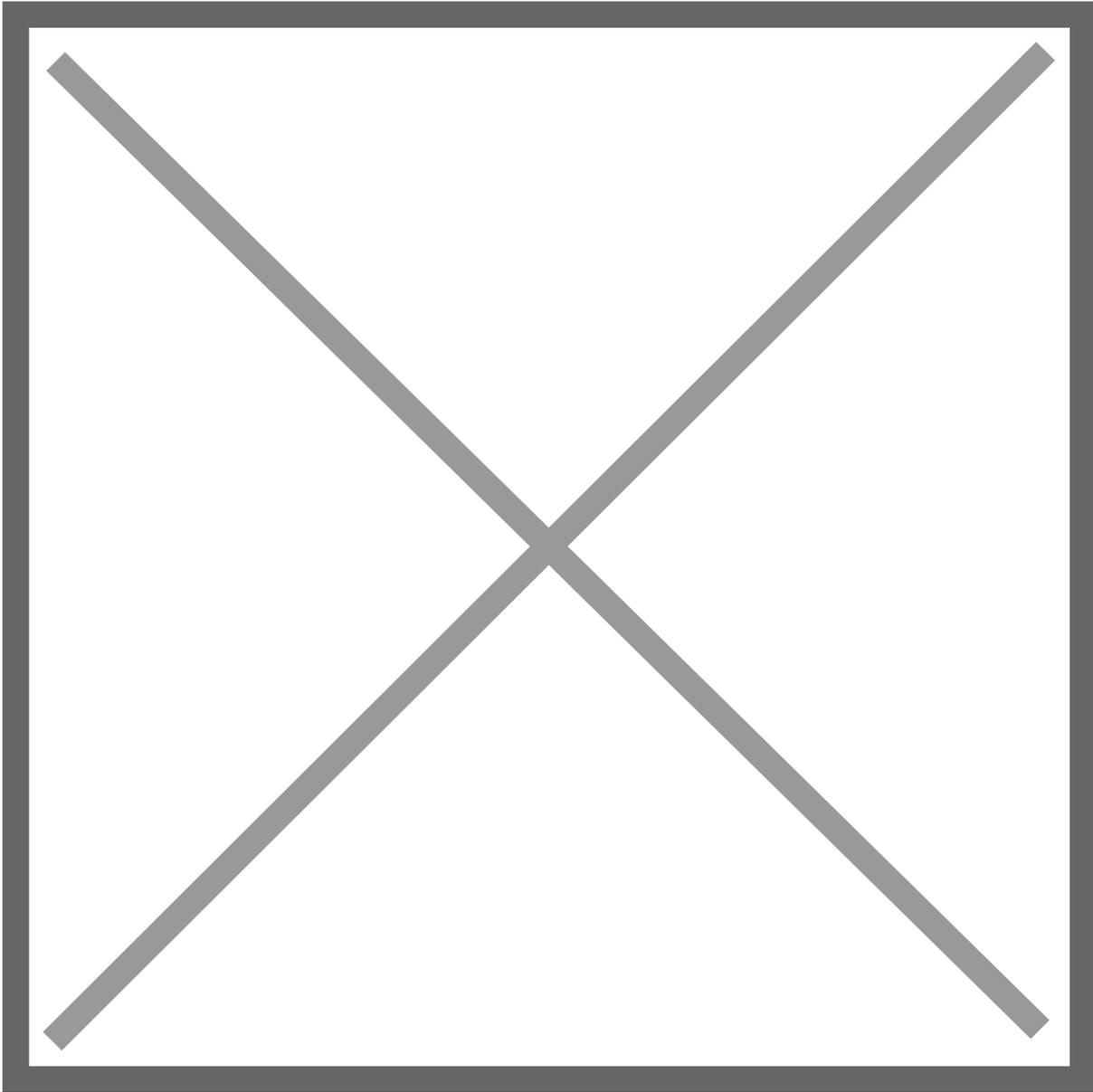
While we encourage you to read the entire post, here's the bottom line: **If our current trend continues, we won't be able to reliably continue to offer Console services in the future.**

## Player Numbers

It's no secret that the largest community for Elite: Dangerous has been on PC. While there are console enclaves, and some console players rival even the most loyal PC players in devotion to the game, Consoles have always been a smaller market for Elite. Unfortunately, exact player numbers are not available for Xbox, PlayStation, or non-steam users. The best source of data we know about is the Steam Chart site, found here:

<https://steamcharts.com/app/359320>

As of time of writing, the last 7 days peak player numbers is 5,393 max concurrent players. That is, over the last 7 days the most number of players online at any given time was just over 5 thousand players. To give some context to that, in the entire history of the Seals (since our founding in 2017), the next lowest 7-day high is 6,001 concurrent players, over the 7 day period starting May 27th, 2019.

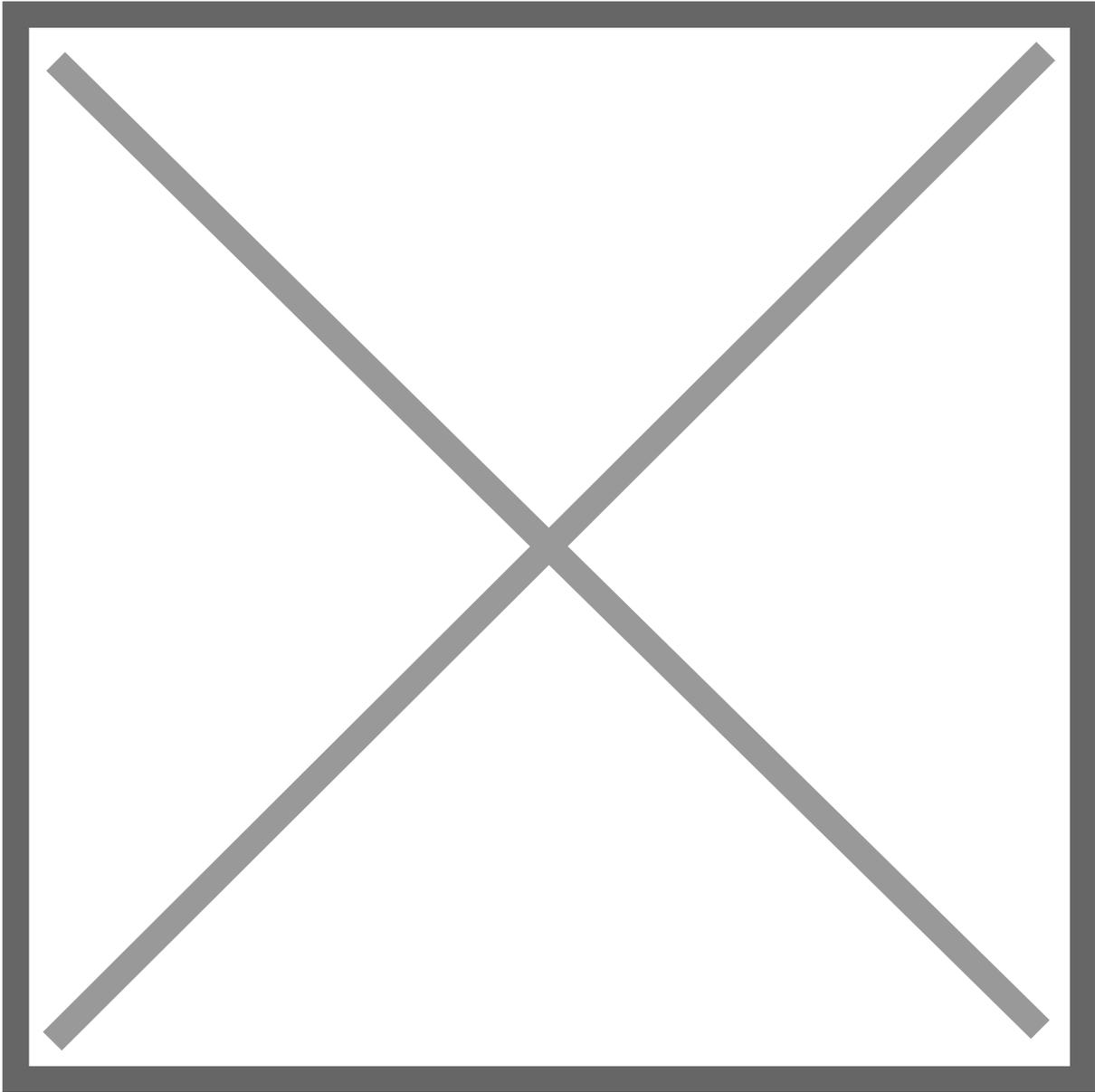


Top: Player Numbers from December 31st, 2018 to July 22nd, 2021. Bottom: All Time Player Numbers (Source: steamcharts.com)

Given the lack of concrete data for non-Steam platforms, we must assume that the player charts look similar (with a notable exception of the Odyssey-driven spike). Even without this new high, the drastic and dramatic decay in player numbers cannot be ignored. Pre-Odyssey Steam player numbers averaged anywhere between 12,000 and 20,000 with a low point in the 6 months preceding Odyssey's release at 10,500 concurrent high. Even without the Odyssey spike, this is a 40% reduction to the game's population.

## Case Numbers and Seal Numbers

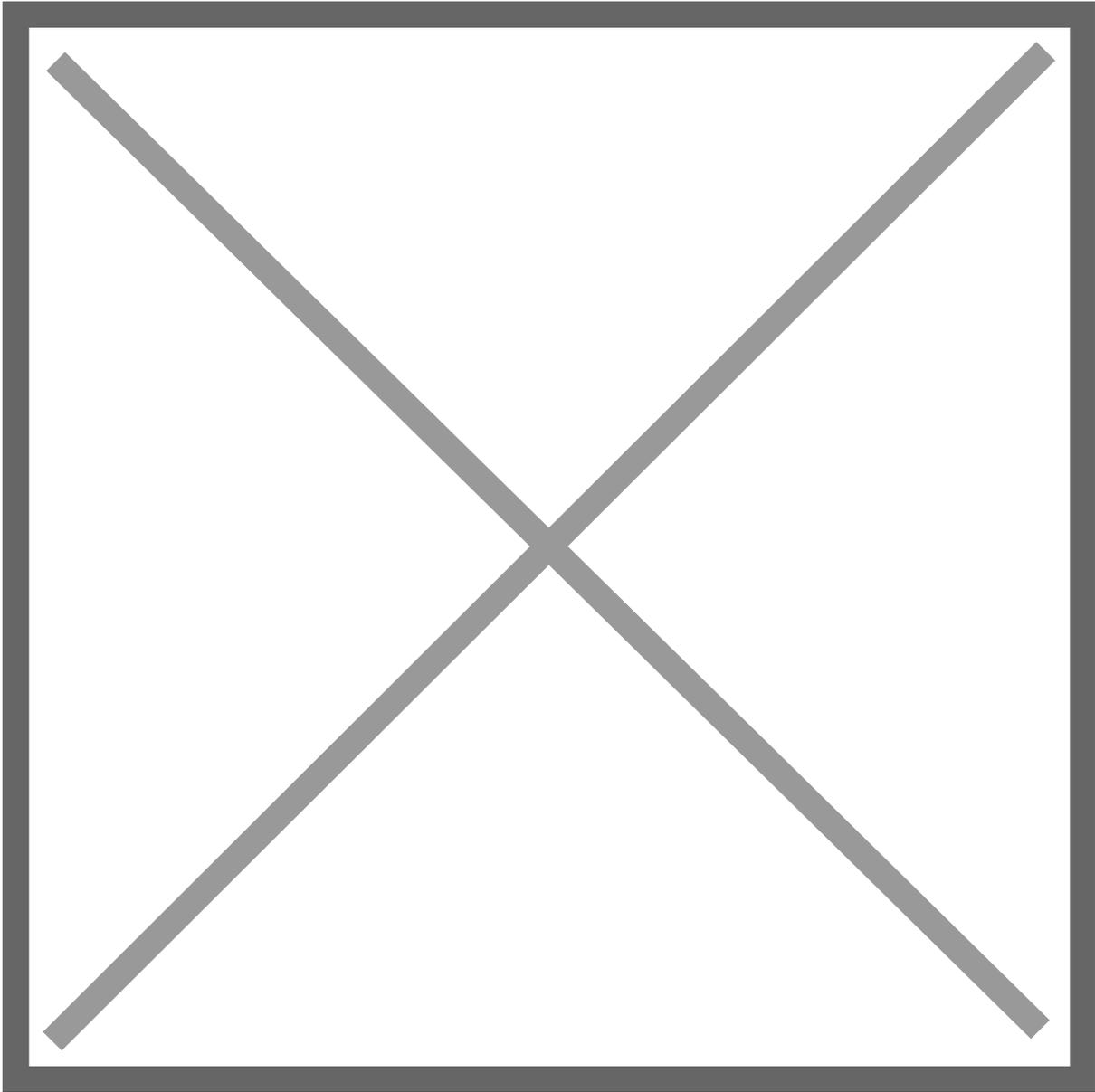
In an additional attempt to provide context, let's look at our own Seal case numbers. Such stats are readily available at <https://hullseals.space/statistics>.



Hull Seal Case Numbers over the period of 7/22/2020 to 7/22/2021. (Source: The Hull Seals)

There are a few things that stand out immediately. Notably, you can tell when we switched over to our IRC solution, which had its go-live day on November 20th, 2020 (which immediately saw a spike in cases and their frequency). While the Seals, expectedly so, do not have the sheer demand as other service organizations such as the Fuel Rats, and certainly not to the extent and concentration we saw during DW2, there is a noticeable decline that started very quickly after Odyssey's release on May 19th, 2021.

Additionally, the vast majority of Seal cases are PC driven. If this means that Console players are safer fliers, the Seals are not as well known by the console community, or there simply aren't enough Console CMDRs to have a large foothold isn't clear from this graph, so we must gather context by looking at publicly available data from other sources, such as our good friends, the Fuel Rats.



Fuel Rat Case Numbers over the period of 7/22/2020 to 7/22/2021. (Source: The Fuel Rats)

What is immediately clear is that still, PC cases are significantly larger than their console equivalents. Xbox, similarly to Seals cases, lags behind, and PlayStation brings up the rear. A similar situation can be seen in registered Rats and Seals, as self-identification lists significantly more PC players in each organization compared to their Console counterparts. In both organizations, however, there has been a decrease in cases since the immediate Odyssey-driven spike.

In fact, this decrease in players has had a significant impact on the ability for the Seals to respond to requests for assistance - Not only has this reduction in players meant that there are fewer trained seals able to take the cases, spread across both the galaxy and the various time zones in which the Seals operate, there are fewer and fewer new seals being recruited and trained to take up the mantle. On console, this situation has become untenable. More than a dozen times in the last few months, a case has either needed to be turned down or diverted to a nearby carrier instead of dispatching a Seal to the client, because there were no seals in range at the time. This issue plagues all levels to a degree, but is notable with Consoles, particularly PlayStation.

## Next Steps

There will of course be some people who blame this unfortunate circumstance on various single entities or actions. As the staff, we do not believe this can be blamed on any one factor - perceived or otherwise. However, passing blame around does not truly solve the issue at hand. What we must consider is where we go from here, and what we can do to try and correct the problems at hand.

Caseload, of course, is out of our control. We can and should advertise our services, both as individuals and as the Seal whole. We should go out in the galaxy and try and find people who need our help and guide them home. We **should** join expeditions, and enjoy the vibrant galaxy so long as we find enjoyment in the game. Other plans, such as the Seal Player Faction, are also on hiatus as Frontier has stopped adding new factions at this time.

The three places we can most focus is on what services we offer, how we offer them, and what we do for recruitment.

First, in the next few weeks we will be rolling out a disclaimer that will present itself to all cases. This disclaimer will, unfortunately, state that it is taking significantly longer than usual to find seals able to go on Console cases, but that we will do our best to find a responder for any CMDR who wishes to ask for our assistance.

This is not something we wanted to do, as it shakes trust in the Seals ability to help those in the galaxy, and may result in an even further reduction in cases. However, it is better for us to be honest with not only ourselves but our clients that we are currently having issues.

Second, starting immediately we are beginning a 3-month observation and review process of our systems, numbers, and activity levels. We need your help to come up with ideas as to how to keep offering the high standard we expect from the Seals, how to engage the Seals, coordinate our efforts, and what we can do to improve ourselves or fix the issues that present themselves.

Third, we must work on recruitment. If we cannot recruit and maintain active levels of seals on any given platform, we must consider terminating our services on that platform. In order to prevent this, we are asking for your help. Beyond not only being Seals, and responding to cases yourselves, please go out and try and recruit new Seals to our family, on all platforms, and spread the word that the Seals are here and able to help. Answer questions others have and do your best to be good ambassadors of the Seals out in the world. Only by working together will we be able to keep the lighthouse bright for those who need us.

As always, we want to hear your feedback and comments. You are the Seals, and without you the Seals cannot exist. Let's work together to make sure that the Seals will still be here for those who need us.



The Hull Seal Admins

# May 2022 Update

Hello, Seals.

As you might have noticed, Elite's status has been quite volatile in the recent past. This has impacted many facets of the game, and has resulted in a number of changes to the game's community. Longtime programs like the GMP and DWOrg have all stepped back, and the loss of further development on Console has done a great disservice to many CMDRs who we call friends.

This change has not just impacted outside organizations, but the Seals as well. Over the time we've been together as an organization, we've seen a number of CMDRs and valued Seals who could always be trusted come, and go. Unfortunately, this has left us with a vacuum to fill, and we need your help to fill it.

Let us be clear: The Seals are **NOT** shutting down. We are still trying to carry out our mission in Elite for as long as we can. We will still do our best to offer our services on all platforms, PC, Xbox, and PlayStation, for as long as we can be reasonably sure that we have pilots.

However, we must still face facts, and admit our mistakes as well as the situation we find ourselves in. Over the last few weeks from the time of writing, half of our cases have gone unanswered. Of the last 10 cases, 4 cases received no response from us, and forced CMDRs to go elsewhere to find help. A fifth case was understaffed, with no Dispatcher or other Seal helping coordinate the rescue, causing undue stress and work for the Seal who did respond. We consider all of these instances to be a failure.

This 50% failure rate is not sustainable as an organization.

**But, we're not out yet.** There are places where we need to do better, but together it is our belief that we can fix these missteps and mistakes, and continue to offer the proud tradition of service that we uphold. The Admins have developed a two-phase project, but we can't do it alone. *We need your help* in order to continue doing what we do best.

As of today, we're beginning a rollout of Phase One of that plan. We'll give the details on Phase Two later this quarter. Here are some of the details:

1. Case Notify pings will be replaced with Trained Seal pings, to ensure that all Seals will be notified about incoming cases.
2. We will be adding a "Low Seal Numbers" warning to the New Case Creation Pages on our website, to temper expectations and warn our clients that we are having issues filling cases.
3. The Engagement teams will be attempting to organize more events in Elite going forward, to explore and enjoy this game we love.
4. The Outreach crew - with your help - will be stepping up recruitment of new Seals to help bolster our numbers.
5. The SOP team will be reviewing the current SOPs to ensure that the documents are clear of any common misunderstandings.
6. We're asking Seals to fill out the survey linked at the bottom of this form to help guide or process forward.

Additionally, we want to remind you: Any Seal Can Do Any Job At Any Time. You don't need to be fully trained to take a case, or to dispatch, or to do any other job in the Seals. If you are who is available - Go. Call your jumps, even if you're just a pup. Take on that Dispatcher role from your fellow Seal so they can focus on flying, even if you aren't fully trained. If you see someone who needs help - offer it. Take the initiative.

Yes, training is important and a Seal trained in a position should take over if they can, but in a pinch, we're all in this together. Or, sign up for trainings and become a Dispatcher or Advanced Seal Trained position yourself! We can always use more people - and the job is easier than ever.

Finally, we have a request from all of you. Please fill out this survey so we know who we have active in the Seals, and can better estimate where we are as an organization. These questions will help us better develop and continue to evolve the Seals the best we can. The link to the survey is: <https://forms.gle/ewPuPra83gdeaxLT7>

Finally, from all of us, Thank You for being a Seal and being on this journey with us. While things aren't great right now, it's still our hope that we can right the ship and continue to offer our services in Elite to anyone who needs them.