

State Privacy Disclosures

California Privacy Notice

Effective date: July 1, 2022

This California Privacy Notice is provided as a supplement to our [User Privacy Notice](#) and includes information on how you can exercise your rights under the California Consumer Privacy Act (“CCPA”). This California Privacy Notice does not apply to the personal information we collect from employees or job applicants. If you are an employee at eBay, please review our internal Employee Privacy Notice, and if you are applying for a job at eBay, please see our [Talent Privacy Policy](#).

1. Collection of Personal Information

1.1 Categories of personal information that we collect about California consumers

- **Identifiers**, such as name, alias, postal address, unique personal identifier, online identifier, internet protocol (IP) address, email address, account name, social security number, driver's license number, passport number or other similar identifiers.
- **Customer Records**, such as physical characteristics or description, telephone number, bank account number, credit card number, debit card number, or any other financial information.
- **Personal Characteristics or Traits**, such as demographic data.
- **Customer Account Details / Commercial Information**, such as records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.
- **Internet Usage Information**, such as browsing history, search history, and information regarding a consumer's interaction with our website, application or advertisement.
- **Geolocation Data**, such as physical location or movements and travel patterns.
- **Sensory Data**, such as audio recordings of customer service calls.
- **Professional or Employment-Related Data**, such as position, role, occupation, previous work experience or current or former employer.
- **Inferences derived from personal information**, such as information about your interests or purchase preferences.

Please note that we may not collect each of these categories about every consumer. To understand more about what personal information we collect, please review [Section 4 of our User Privacy Notice](#).

1.2 Categories of sources of personal information that we collect

We receive personal information from a variety of sources, including directly from you, your devices, or from our partners. The categories of sources from which personal information is collected includes:

- You
- eBay customers
- eBay Companies and Affiliates
- Advertising networks
- Service providers (including Internet service providers or ISPs)
- Government entities and other public sources
- Operating systems and platforms
- Social networks
- Data brokers and other data providers
- Vendors and suppliers
- Credit agencies or bureaus
- Other sources as listed in [Section 4 of our User Privacy Notice](#)

1.3 Business or commercial purpose for collection

To understand the purposes for which we collect personal information, please review [Section 5 of our User Privacy Notice](#).

2. Categories of Personal Information Disclosed for a Business Purpose

We share personal information with service providers and other vendors. The following Table 2.1 lists the categories of personal information disclosed for a business purpose and the categories of recipients who have received this personal information. Please note that not every one of the following categories may apply to your personal information.

Category of Personal Information Disclosed for a Business Purpose	Categories of Recipients
1. Identifiers 2. Customer Records 3. Personal Characteristics or Traits 4. Customer Account Details / Commercial Information 5. Internet Usage Information 6. Geolocation Data 7. Sensory Data 8. Professional or Employment-Related Data 9. Inferences derived from Personal Information	<ul style="list-style-type: none"><li>• Service providers</li><li>• Credit agencies (when required by law)</li><li>• Participants in the eBay VeRO program</li><li>• Financial institutions</li><li>• Government authorities and agencies</li></ul>

3. Categories of Personal Information “Sold”

The following Table 3.1 lists the categories of personal information “sold” and the categories of recipients who have received this information. The CCPA’s definition of “sale” is broad and includes sharing practices common among online marketplaces.

We identify in the table below as a “sale” the categories of personal information that we disclosed to third parties for advertising purposes, which allows them to tailor your online experience, provide relevant content to you and measure its effectiveness. For more information about advertising, including how we bring customized ads and how you can control your information, please visit our [AdChoice page](#).

Category of Personal Information “Sold”	Categories of Recipients
1. Identifiers 2. Internet Usage Information 3. Inferences derived from Personal Information	<ul style="list-style-type: none"><li>• Advertising networks</li></ul>

4. Children

We do not knowingly collect, disclose, or sell the personal information of consumers under the age of 16. According to our User Agreement, children under the age of 18 are not permitted to use our Services. If you are a parent or guardian and become aware that your child has provided us with personal information, please contact us and we will work with you to address the issue.

5. CCPA Rights

The CCPA provides various rights to California consumers. These include rights to access, deletion, opt-out, and non-discrimination. This section provides more information about each right and how California consumers can exercise these rights under the CCPA. We also encourage you to visit our [Privacy Center Contact Page](#) for more information on your rights and our practices. The CCPA does not currently extend certain privacy rights to consumers for personal information collected from the business in the employment-related context (such as from employees or job applicants).

For eBay to fulfill your request, you must provide sufficient information for us to reasonably verify that you are the consumer from whom we collected the personal information. The information you send for us to verify your identity will be used for this purpose only. If we are unable to verify your identity or if we suspect fraudulent activity, we may decline to comply with your request.

We will make commercially reasonable efforts to identify your personal information that we collect, process, store, disclose and otherwise use and to respond to your requests. We reserve the right to charge a reasonable fee, or decline to act upon a request, if it is excessive or overly burdensome. If we deny your request, we will explain the reasons in our response.

- 5.1 Right to access
- **The right to access (also called a “request to know”)**
    - California consumers have the right to request that we disclose the personal information that we collect, use, disclose, and sell. This includes the right to request the categories of personal information we have collected about them, the categories of sources of personal information, the business or commercial purpose for collecting or selling personal information, the categories of third parties with whom we share or sell personal information, and the specific pieces of personal information we have collected.
    - We try to fulfill access requests within 45 days of receiving the request. If we need more time or additional information to fulfill your request, we will write to let you know.
  - **How to exercise the right to access**
    - **Registered eBay users with accounts**
      - If you are a registered eBay user with an account in good standing, you can request a copy of the data we hold about you at any time through your eBay account. We will verify your identity using your existing username and password prior to allowing you to make a request.
      - You may click [here](#) to submit your request, or as outlined on our [Privacy Center Contact Page](#), to submit a request from your eBay account:
        - Go to the [Account tab in My eBay](#).
        - Under Personal Info, select **Request your eBay data**.
    - **Non-registered eBay users (e.g. guest users) or eBay users with suspended accounts**
      - For non-registered eBay users and eBay users with suspended accounts, you may submit your request through our Privacy Center webform or email by clicking [here](#).
      - As outlined on our [Privacy Center Contact Page](#), eBay is required to verify the identity of everyone to whom we release personal information. Please include your first name, last name, country of residence, and the email address you used for any guest transactions you made. Before fulfilling your data request, we'll ask you for Proof Of Identity (POI) and Proof Of Address (POA) to ensure that we are only releasing personal information to authorized parties.
      - The POI/POA you provide will be used solely for the purpose of identity verification related to this transaction (i.e. the release of personal information) and will be processed and stored in accordance with [Section 7 of our User Privacy Notice](#).
      - You may also contact [Customer Service](#) to submit your access request.
    - **Authorized agents**
      - If you are a registered agent and want to submit a request on behalf of a California consumer with a registered eBay account in good standing, you should work with the user to submit an access request directly through his or her account.
      - If you are submitting a request on behalf of a person without a registered eBay account or an eBay user with a suspended account, you may submit the request through our Privacy Center webform or email by clicking [here](#), and selecting “I am a third party making a request on behalf of a data subject.”
      - You will need to provide POI and POA for the consumer on whose behalf you are submitting the request and proof that you are authorized to act on their behalf. Only after verifying both your authorization to act and proof of the requestor's identity will we fulfill the request. Please note that the report containing a copy of the requestor's personal data will be sent directly to the requestor at the email address he or she uses for eBay transactions.
      - If the name, address, or email address you provide us for the requestor does not match what is in our records, we will not be able to process the request.
- 5.2 Right to deletion
- **The right to deletion**
    - Subject to some exceptions, California consumers have the right to request the deletion of the personal information we have collected from them.
    - Deletion requests may take between 30 and 60 days to fulfill (depending on whether you have recently sold on eBay as we must meet our commitment under [eBay's Money Back Guarantee policy](#)). If we need more time or additional information to fulfill your request, we will write to let you know.
  - **How to exercise the right to deletion**
    - **Registered eBay users with accounts**
      - If you are a registered eBay user with an account in good standing, you can submit a deletion request at any time through your eBay account. We will verify you using your existing username and password prior to allowing you to make a request.
      - Click [here](#) to submit your request. You can also learn more about deleting your data by visiting our [Privacy Center Contact Page](#).
    - **Non-registered eBay users (e.g. guest users) or eBay users with suspended accounts**
      - For non-registered eBay users and eBay users with suspended accounts, you may submit your deletion request through our Privacy Center webform or email by clicking [here](#).
      - As outlined on our [Privacy Center Contact Page](#), eBay is required to verify the identity of everyone to whom we release personal information. Please include your first name, last name, country of residence, and the email address you used for any guest transactions you made. Before fulfilling your request, we'll ask you for POI and POA to ensure that we are only deleting personal information for authorized parties.
      - The POI/POA you provide will be used solely for the purpose of identity verification related to this transaction (i.e. the deletion of personal information) and will be processed and stored in accordance with [Section 7 of our User Privacy Notice](#).
      - You may also contact [Customer Service](#) to submit your deletion request.
    - **Authorized agents**
      - If you are a registered agent and want to submit a request on behalf of a California consumer with a registered eBay account in good standing, you should work with the user to submit a deletion request directly through his or her account.
      - If you are submitting a request on behalf of a person without a registered eBay account or an eBay user with a suspended account, you may submit the request through our Privacy Center webform or email by clicking [here](#) and selecting “I am a third party making a request on behalf of a data subject.”
      - You will need to provide POI/POA for the consumer on whose behalf you are submitting the request and proof that you are authorized to act on their behalf. Only after verifying both your authorization to act and proof of the requestor's identity will we fulfill the request.
      - If the name, address, or email address you provide us for the requestor does not match what is in our records, we will not be able to process the request.
- 5.3 Right to opt-out
- **The right to opt-out**
    - California consumers have the right to opt-out of any “sale” of their personal information. As mentioned, the CCPA's definition of “sale” is broad and includes sharing practices common among online marketplaces.
  - **How to exercise the right to opt-out**
    - **Registered eBay users with accounts**
      - Click [here](#) to go to our opt-out page where you can opt-out.
      - Alternatively, you may submit your request through our Privacy Center webform or email by clicking [here](#).
        - Under “How can we help you?”, select “Other privacy request.”
        - In the comment box, type “CCPA opt-out request.”
      - In addition, you may contact [Customer Service](#) to submit your opt-out request.
    - **Non-registered eBay users (e.g. guest users) or eBay users with suspended accounts**
      - Click [here](#) to go to our opt-out page where you can opt-out.
      - Important note for users without a registered eBay account: eBay is unable to permanently opt-out consumers who do not have a registered eBay account. When non-registered users opt-out by clicking the above link and setting the toggle switch to “out,” the opt-out choice will only apply to your use of eBay through the browser used to submit your opt-out request so long as that browser's cookies are not erased.
    - **Authorized agents**
      - If you are a registered agent and want to submit an opt-out request on behalf of a registered eBay member, submit your request through our Privacy Center webform or email by clicking [here](#).
        - Under “What is your relationship with eBay?”, select “I am a third party making a request on behalf of a data subject.”
        - Under “How can we help you?”, select “Other privacy request.”
        - Be sure to include the eBay username of the consumer for whom you are making the request.
        - In the comment box, type “CCPA opt-out request.”
      - If you are submitting an opt-out request on behalf of a person without a registered eBay account, go to the [opt-out page](#) on the person's browser and set the toggle switch to “out.”
        - As mentioned, eBay is unable to permanently opt-out consumers without a registered eBay account. Please inform the consumer for whom you are making the request that the opt-out choice will only apply to his or her use of eBay through the browser used to submit the request and only so long as that browser's cookies are not erased.
- 5.4 Right to non-discrimination
- A business may not discriminate against a California consumer because the consumer exercised their rights under CCPA. eBay does not use the fact that you have exercised, or requested to exercise, any CCPA rights for any purpose other than facilitating a response to your request.

6. CCPA Metrics

The CCPA requires us to track and publish the below metrics for the previous calendar year. The below metrics are our calculations from June 1, 2021 to May 31, 2022, and include requests from all individuals in the U.S.

Metric	Number
Number of Access requests (“Requests to Know”) received:	101,669
Number of Access requests complied with in whole or in part:	93,254
Number of Access requests denied:	8,415*
Mean or Median number of days to substantively respond to Access requests:	7
Number of Deletion requests received:	220,393
Number of Deletion requests complied with in whole or in part:	191,116
Number of Deletion requests denied:	29,277*
Mean or Median number of days to substantively respond to Deletion requests:	30
Number of Opt-out requests received:	38,797
Number of Opt-out requests complied with in whole or in part:	38,797
Number of Opt-out requests denied:	0
Mean or Median number of days to substantively respond to Opt-out requests:	1

\*eBay provides its users with a short grace period to withdraw/cancel deletion and access requests. Most “denied” deletion and access requests (requests that were not complied with in whole or in part) were withdrawn/cancelled by users.

7. Do Not Track

California law requires us to let you know how we respond to web browser Do Not Track (DNT) signals. Because there currently isn't an industry or legal standard for recognizing or honoring DNT signals, we don't respond to them at this time. For more information about our privacy practices, please see our [User Privacy Notice](#).

8. California’s “Shine the Light” Law

If you are a California resident, you are entitled once a year, free of charge, to request and obtain certain information regarding our disclosure, if any, of certain categories of Personal Information to third parties for their direct marketing purposes in the preceding calendar year. eBay does not share personal information with third parties for their own direct marketing purposes without obtaining your consent or providing the ability to opt-out.

9. Cookies

We encourage you to manage your browser-based cookies by adjusting your device browser settings (e.g., [Chrome](#), [Edge](#), [Firefox](#), [Internet Explorer](#), or [Safari](#)). For more detailed information about our practices related to cookies, web beacons and similar technologies, please see our [Cookie Notice](#).

10. Security and Protection of Personal Information

For more information on how we protect your personal information from unauthorized use and access, visit [Section 10 of our User Privacy Notice](#).

11. Changes

We reserve the right to change this California Privacy Notice from time to time. Changes shall become effective on the date they are posted.

12. Additional information / Contact Us

If you have any questions about this California Privacy Notice, our global privacy standards, or our handling of personal data, you can find additional information and contact details for the eBay Privacy Team on our [Privacy Center Contact Page](#).

