

<h2>GUIDE.SUMMARY Policy and processes for legal and PII information that isn't GDPR.</h2><h2>GUIDE.DETAILED\_INFORMATION Internal Information Sensitive Personally Identifiable Information (PII) Flagging a contact for PII If the member discloses sensitive PII during a contact, select the SR Marked as drop-down and check the Contains PII box. Click anywhere outside of the box to close the window. You have now flagged the SR for PII, which will be reported to the right team to review. PII that should be flagged: <ul> <li>Social Security Number (SSN)</li> <li>Employee Identification Number (EIN)</li> <li>Individual Taxpayer Identification Number (ITIN)</li> <li>Credit Card Number</li> <li>Bank Account Number</li> <li>Passwords</li></ul> When a contact is flagged as containing PII, please ensure the below details are captured in the SR Note. These details are critical for the team handling the PII scrubbing to effectively locate and scrub the disclosed information: <ul> <li>Type of PII disclosed</li> <li>Approx time on call (if applicable)</li></ul> </ul> eBay Privacy SR Flag <br> <br> eBay is The World's Online Marketplace®. <ul> <li>Managing user data appropriately and securely is at the heart of our business model. We take the privacy of our users very seriously and make significant efforts to protect it. Our privacy policy can be reviewed under the following web pages: <ul> <li><a href="https://www.ebay.com/help/policies/member-behaviour-policies/user-privacy-notice-privacy-policy?id=4260">eBay Website Privacy Notice</a></li> <li><a href="https://www.ebayinc.com/our-company/privacy-center/">eBay Privacy Center</a></li></ul> </ul> <br> In order to better understand the privacy concerns of our users, we need to track all customer inquiries related to privacy. This matters because if we don't appropriately deal with privacy issues, users can leave us or generate additional costs for the business by making complaints.<br> <br> Questions

regarding eBay's Privacy Policy can be challenging, but as valuing users' privacy rights is at the heart of how we do business, it's important that we know how to deal with these queries. It's also important that we track these queries correctly so we understand what the most common user privacy issues are.

New privacy laws have been passed in a number of locations globally, including:

- Europe: General Data Protection Regulation (GDPR) took effect on May 25, 2018
- United States: California: the Consumer Privacy Act (CPRA) took effect on January 1, 2020, and the California Privacy Rights Act took effect on January 1, 2023
- Virginia: the Virginia Consumer Data Protection Act (VCDPA) took effect on January 1, 2023
- Colorado: the Colorado Privacy Act (CoPA) takes effect on July 1, 2023
- Connecticut: the Connecticut Data Privacy Act (CtDPA) takes effect on July 1, 2023
- Utah: the Utah Consumer Privacy Act (UCPA) takes effect on December 31, 2023
- Brazil: the Lei Geral de Proteção de Dados Pessoais (LGPD) took effect in September 2020
- China: the Personal Information Protection Law (PIPL) took effect on November 1, 2021

Many other states and countries are considering adopting privacy laws in 2023. These laws carry serious penalties and fines for non-compliance.

The most common privacy issues we encounter usually fall into 3 categories:

1. What if I want you to delete the information you have collected from me?

We respect your right to request deletion or request restriction of our usage of your personal information as required by applicable law.

If you request deletion of your personal data, we will need to close your eBay account. We cannot delete the data without closing your account.

If you request that we stop processing some or all of your personal information, we might not be able to provide you all of the services and customer support offered to our users.

To learn more, please visit [eBay's Privacy Center](https://www.ebayinc.com/our-company/privacy-center/).

Internal Information Note for teammates:

If the user is requesting

deletion,

refer

to&nbsp;&lt;a

href="https://cs-author.vip.ebay.com/cskbapp/art?page=content&id=guide1690"&gt;GUIDE1690&lt;/a&gt;&nbsp;&lt;li&gt;&nbsp;&lt;ul&gt;for instruction on how to action the request.&lt;/li&gt; &lt;/ul&gt; 2. How can I request a copy of the personal information you have about me? &lt;ul&gt; &lt;li&gt;We respect your right to access your personal information as required by applicable law. In most cases, you may locate the personal information we have about you by viewing your account profile.&lt;/li&gt; &lt;li&gt;If you can't find the data you're looking for, you can request a copy of your personal data by going to your&nbsp;&lt;a href="https://accountsettings.ebay.com/uas"&gt;eBay account settings page&lt;/a&gt;&nbsp;&lt;li&gt;and clicking "Request your eBay data".&lt;/li&gt; &lt;li&gt;eBay will make every effort to complete your request as quickly as possible. This should be within one month of the initial request at the latest.&lt;/li&gt; &lt;li&gt;To learn more, please visit eBay's&nbsp;&lt;a href="https://www.ebayinc.com/our-company/privacy-center/"&gt;Privacy Center&lt;/a&gt;.&lt;/li&gt; &lt;/ul&gt; Internal Information Note for teammates: &lt;ul&gt; &lt;li&gt;Members making a Subject Access Request (SAR) and/or requesting call recordings should be directed to our&nbsp;&lt;a href="https://ocswf.ebay.com/privacy"&gt;Privacy Center Webform&lt;/a&gt;.&lt;/li&gt; &lt;li&gt;If for any reason the customer refuses to go to the&nbsp;&lt;a href="https://ocswf.ebay.com/privacy"&gt;Privacy Center Webform&lt;/a&gt;, please submit the request on their behalf using the link above.&lt;/li&gt; &lt;li&gt;See&nbsp;&lt;a href="https://cs-author.vip.ebay.com/cskbapp/art?page=content&id=guide1690"&gt;GUIDE1690 Privacy Notice Update & GDPR Compliance&lt;/a&gt;&nbsp;&lt;li&gt;for more information and detailed instructions for handling SAR requests.&lt;/li&gt; &lt;/ul&gt; &lt;br&gt; 3. What do you do with my data? &lt;ul&gt; &lt;li&gt;The data controller that is responsible for ensuring that the personal information that it holds about anyone including its customers, employees or vendors and which it uses to provide eBay's services, is kept secure and processed in line with applicable privacy laws which vary depending on the region of the world where you live. Please see the global User Privacy Notice in our&nbsp;&lt;a href="https://www.ebayinc.com/our-company/privacy-center/"&gt;Privacy

Center

to learn more about the controller responsible for processing data where you reside and eBay's privacy practices.

Internal Information General note for teammates:

The categories above are only the most common privacy issues that we see. A detailed list of privacy issues with instructions on how to handle other types of privacy requests can be found in

<https://cs-author.vip.ebay.com/cskbapp/art?page=content&id=guide1690>GUIDE1690

Legal threats, contacts from lawyers, and legal issues

Spiel:

We're not in a position to answer any legal concerns. If you want to contact eBay with legal concerns, I'll have to direct you to our site's User Agreement so you can get more information about this. The User Agreement is essentially a customer's contract with us, and it addresses any questions you may have about our liabilities and arbitration. To access eBay's User Agreement go to <http://www.ebay.com/> and scroll to the very bottom of the page to access these links:

<https://www.ebay.com/help/policies/member-behaviour-policies/user-agreement?id=4259> target="\_blank" <https://www.ebay.com/help/policies/member-behaviour-policies/user-agreement?id=4259>

<https://www.ebay.com/help/policies/member-behaviour-policies/user-privacy-notice-privacy-policy?id=4260> target="\_blank" <https://www.ebay.com/help/policies/member-behaviour-policies/user-privacy-notice-privacy-policy?id=4260>

Internal Information

As of March 28, 2022, we no longer manually escalate legal threats to the threat reporting inbox. Details of the threat and any related resolution must be documented using the complaints form in Communicator, marking the complaint as High Priority. For information on documenting a complaint please see

[https://cs-author.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1717#Documenting\\_complaint](https://cs-author.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1717#Documenting_complaint)GUIDE1717

Internal Information Media contacts If you

receive a media inquiry: <ul> <li>Direct reporter or a customer of the media to the Public Relations team.</li> <li>Request customer to get in touch with our communications team directly: <ul> <li>Media:&nbsp;refer them directly to our communications team:&nbsp;<a href="http://press@ebay.com">press@ebay.com</a>&nbsp;(US) or&nbsp;<a href="http://pressoffice@ebay.com">pressoffice@ebay.com</a>&nbsp;(UK/EU)</li> <li>Regulators or Governmental Representatives:&nbsp;if you are contacted by a representative of a regulatory or governmental agency, please refer them directly to our legal team:&nbsp;<a href="http://inforequest@ebay.com">inforequest@ebay.com</a></li></ul> </li> <li>Customer wants to record the call <ul> <li>If a caller informs you that he/she is recording the call, advise that although you do not give your permission for the call to be recorded you are happy to help and proceed with the call as normal</li> <li>Be extra careful not to disclose any internal notes or processes or acceptance of liability.</li> <li>Always place a note in Agent Desktop/Unify advising that the customer was recording the call.</li> <li>If the call requires escalation, escalate to your Team Leader / Supervisor.</li> <li>Spiel: I'm not authorized to give you my consent to be recorded, but I am happy to help you.</li> </ul> </li></ul>