

User Privacy Notice & GDPR compliance

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Follow the instructions below to help EU and UK data subjects exercise their privacy rights under GDPR.

[deletionrequest](#) Deletion requests

- Registered users
- Registered eBay users must close their accounts to delete their personal data and should self-service their account closure.

If a registered eBay user with an account in good standing refuses to self-service their account closure, agents should refer to Account closure / reinstatement and handle these requests as normal. Suspended/restricted accounts Suspended/Restricted accounts may contact Customer Support for assistance in deleting their data/closing their account. Agents should refer to Account closure / reinstatement and handle these requests as normal. Guest accounts Direct the user to the Privacy Request Webform and ask them to follow the instructions on the webform to submit the request. I want a copy of my saved data (SAR Requests) Registered users Go to the Account tab in My eBay and select "Request your eBay data". Guest accounts, suspended accounts & third parties Direct the user to the Privacy Request Webform and ask them to follow the instructions on the webform to submit the request. Call recordings For all requests (registered users, suspended accounts, guest accounts, and requests from third parties) For users with an address in the EU, UK, Canada, Australia, Brazil, or US (California, Colorado, Connecticut, Virginia, and other states listed above after the effective date of the state law only) Direct the user to the Privacy Request Webform and ask them to follow

the instructions on the webform to submit the request.

For registered users with an address outside of the EU, UK, Canada, Australia, Brazil, or US states without an effective privacy law

Inform the user that we only release call recordings in response to a subpoena or other court order.

If the user claims to be a resident of the EU, UK, Canada, Australia, Brazil, or a US state with an effective state privacy law, instruct them to update their registration address, then follow the prior instructions.

[refuseselfservice](#) Member is refusing to request self-service

All users

Member is refusing to request the data via the new experience and is asking teammate to do this on their behalf.

Teammate should submit the <http://ocswf.ebay.com/guest/privacy> Privacy Center Webform

for the member.

[itemcopy](#) I want a copy of all the items I've sold in the last 90 days

Registered users

Go to the Seller Hub.

Click on Orders at the top of the screen.

Select All Orders from the drop-down menu.

Select Last 90 Days.

Print or download the report as CSV on the right-hand side of the screen.

Guest accounts, suspended accounts

Follow the same process as Registered users.

Third party

Direct the user to the <http://ocswf.ebay.com/guest/privacy> Privacy Center Webform

and ask them to follow the instructions on the webform to submit the request.

[messagereq](#) I need all the messages I sent to a specific customer last year. It looks like they were all deleted.

Registered users

Direct the user to the <http://ocswf.ebay.com/guest/privacy> Privacy Center Webform

and ask them to follow the instructions on the webform to submit the

request. Guest accounts, suspended accounts

 Follow the same process as
Registered users.

 Third party Follow the same process as
Registered users.

 All other privacy inquiries/requests

 Registered/suspended/guest users/third parties Direct the user to the Privacy Center.

 Customer has changed email in the last 7 days

 Registered users For security reasons, the customer must wait 7 days before
they can request a SAR report. Guest accounts, suspended accounts N/A Third party N/A

 US state law privacy requests

 Deletion requests

 I want a copy of my saved data

 I want to correct the data you have about me

 Call recordings

 Member is refusing to request self-service

 I want a copy of all the items I've sold in the last 90 days

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1690&ViewLocale=en_US#ccpamessagereq>I need all the messages I sent to a specific customer in the last year

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1690&ViewLocale=en_US#ccpaOptout>Opt-out requests

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1690&ViewLocale=en_US#ccpaotherrequests>All other privacy inquiries/requests

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1690&ViewLocale=en_US#ccpaemailchange>Customer has changed email in the last 7 days

Follow the instructions below to help California and Virginia consumers exercise their privacy rights under CCPA. Although not all states in the US have privacy laws, the instructions in this section apply to all users with a registered address in the US unless noted otherwise below.

[id="ccpadeletionrequest" name="ccpadeletionrequest">](#)Deletion requests

- Registered users
- Registered eBay users with accounts in good standing must close their accounts to delete their personal data and should self-service their account closure.

<https://www.ebay.com/help/deleting-data/changing-account-settings/deleting-data?id=5365>>Deleting your data

help page to make a deletion request.

- Suspended/restricted accounts

may contact Customer Support for assistance in deleting their data/closing their account. Agents should refer to

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1115>>Account closure / reinstatement and handle these requests as normal.

- Guest accounts
- Direct the user to the

<https://ocswf.ebay.com/privacy>>Privacy Request Webform and instruct the user to follow the instructions on the webform to submit the request.

Third parties (For California users only) The CPRA allows California users to use someone else (i.e. a "third party") to make a deletion request on their behalf. Direct third parties to click the "California" link on the State Privacy Disclosures page, which contains detailed information about how third parties can submit requests. I want a copy of my saved data (SAR Requests) Registered users Go to the Account tab in My eBay and select "Request your eBay data". Registered users with accounts in good standing must self-service their SAR requests. Guest accounts, suspended accounts Direct the user to the Privacy Request Webform and ask them to follow the instructions on the webform to submit the request. Third parties (For California users only) Direct third parties to click the "California" link on the State Privacy Disclosures page, which contains detailed information about how third parties can submit requests. I want to correct the data you have about me Registered users Go to the Account tab in My eBay. You can update most of the personal data we collect about you directly in your account. If the user is unable to correct the information in account settings, direct the user to the Privacy Request Webform and ask them to follow the instructions on the webform to submit the request.

Guest accounts, suspended accounts Direct the user to the Privacy Request Webform and ask them to follow the instructions on the webform to submit the request.

Third parties (For California users only) Direct third parties to click on the "California" link on the State Privacy Disclosures page, which contains detailed information about how third parties can submit requests. Call recordings For all requests (registered users, suspended accounts, guest accounts, and requests from third parties) For users with an address in the EU, UK, Canada, Australia, Brazil, or US (California, Colorado, Connecticut, Virginia, and other states listed above after the effective date of the state law) Direct the user to the Privacy Request Webform and ask them to follow the instructions on the webform to submit the request. For registered users with an address outside of the EU, UK, Canada, Australia, Brazil, or US states without an effective privacy law (California or Virginia only) Inform the user that we only release call recordings in response to a subpoena or other court order. If the user claims to be a resident of the EU, UK, Canada, Australia, Brazil, or US states without an effective privacy law, instruct them to update their registration address, then follow the prior instructions. US members with a registration address outside the states with effective privacy laws should be informed that we will only release call recordings in response to a subpoena or court order. Member is refusing request to self-service Registered users For US customers with accounts in good standing, we will deny any manual SAR and deletion requests. Users must use self-service for SAR and Deletion

requests.

- If a non-US consumer refuses or cannot self-service, Teammates should go to the [Privacy Request Webform](https://ocswf.ebay.com/privacy) and submit the webform for the member.
- Guest accounts, suspended accounts
- If a consumer cannot self-service because they have a guest account or restrictions on their account that prevent self-service:
- Teammates should direct the user to the [Privacy Request Webform](https://ocswf.ebay.com/privacy) and instruct the user to follow the instructions on the webform to submit the request. Note: US users can be required to fill out the webform.
- If a non-US consumer refuses to fill out the [Privacy Request Webform](https://ocswf.ebay.com/privacy), teammates should go to the Privacy Center Webform and submit a request on the user's behalf.
- Third party (Only for users in US states with effective state privacy laws)
- Direct third parties to the [State Privacy Disclosures](https://www.ebayinc.com/company/privacy-center/privacy-notice/state-privacy-disclosures/) page, which contains detailed information about how third parties can submit requests if third parties are authorized to make requests by the applicable state law.
- [I want a copy of all the items I've sold in the last 90 days](#)
- Registered users
- Go to the Seller Hub.
- Click on Orders at the top of the screen.
- Select All Orders from the drop-down menu.
- Select Last 90 Days.
- Print or download the report as CSV on the right-hand side of the screen.
- Guest accounts, suspended accounts
- Follow the same process as Registered users.
- Third party (For users in US states with effective state privacy laws)
- Direct third parties to the [State Privacy Disclosures](https://www.ebayinc.com/company/privacy-center/privacy-notice/state-privacy-disclosures/)

t;State Privacy Disclosures page, which contains detailed information about how third parties can submit requests if third parties are authorized to make requests by the applicable state law. I need all the messages I sent to a specific customer last year. It looks like they were all deleted. Registered users Direct the user to the Privacy Request Webform and ask them to follow the instructions on the webform to submit the request. Guest accounts, suspended accounts Follow the same process as Registered users. Third party Follow the same process as Registered users. Opt-out requests (sale/targeted advertising) Registered users Direct the user to: Click on "Your privacy choices" at the bottom of any ebay.com page. If the toggle is set to "In," click the toggle to switch to "Out". If the toggle is set to "Out," no further action is required. California users only: If the member refuses to self-service: Direct the user to the "California" link on the t;State Privacy Disclosures page, which provides instructions on submitting requests to eBay via a webform. Direct the user to the Privacy Request Webform and instruct the user to follow the instructions on the webform to submit the request. Guest accounts, suspended accounts Direct the user to: Click on "Your Privacy Choices" at

the bottom of any ebay.com page.

- If the toggle is set to "In," click the toggle to switch to "Out".
- If the toggle is set to "Out," no further action is required.

Non-registered eBay users (guest users or anyone without a registered eBay account) must opt-out themselves. The opt-out for non-registered users works by placing a cookie on the user's browser, so the user must personally navigate to the page in order to opt-out.

Third party (For users in US states with effective state privacy laws)

- Direct third parties to the [page, which contains detailed information about how third parties can submit requests if third parties are authorized to make requests by the applicable state law.](https://www.ebayinc.com/company/privacy-center/privacy-notice/state-privacy-disclosures/)
- All other privacy inquiries/requests
- Registered/suspended/guest users
- Direct the user to the Privacy Center.
- Third party
- Direct third parties to the [page, which contains detailed information about how third parties can submit requests if third parties are authorized to make requests by the applicable state law.](https://www.ebayinc.com/company/privacy-center/privacy-notice/state-privacy-disclosures/)
- Customer has changed email in the last 7 days
- Registered users
- For security reasons, the customer must wait 7 days before they can request a SAR report.
- Guest accounts, suspended accounts
- N/A
- Third party
- N/A

https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1690&ViewLocale=en_US# LGPD privacy requests

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1690&ViewLocale=en_US#lgpddeletionrequest&Deletion requests

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1690&ViewLocale=en_US#lgpdsaveddata&I want a copy of my saved data

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1690&ViewLocale=en_US#lgpdcallrecordings&Call recordings

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1690&ViewLocale=en_US#lgpdrefuseselfservice&Member is refusing to request self-service

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1690&ViewLocale=en_US#lgpditemcopy&I want a copy of all the items I've sold in the last 90 days

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1690&ViewLocale=en_US#lgpdmessagereq&I need all the messages I sent to a specific customer in the last year

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1690&ViewLocale=en_US#lgpdOptout&All other requests

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1690&ViewLocale=en_US#lgpdemailchange&Customer has changed email in the last 7 days

Follow the instructions below to help EU and UK data subjects exercise their privacy rights under GDPR.

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1690&ViewLocale=en_US#lgpddeletionrequest

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1690&ViewLocale=en_US#lgpddeletionrequest&Deletion requests

- Registered users
- Registered eBay users must close their accounts to delete their personal data and should self-service their account closure.
- If a registered eBay user with an account in good standing refuses to self-service their account closure, agents should refer to

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1115&Account closure / reinstatement

and handle these requests as normal.

- Suspended/restricted accounts
- Suspended/restricted accounts may

contact Customer Support for assistance in deleting their data/closing their account. Agents should refer to <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1115> Account closure / reinstatement and handle these requests as normal.

- Guest accounts
- Direct the user to the <https://ocswf.ebay.com/privacy> Privacy Request Webform and ask them to follow the instructions on the webform to submit the request.

I want a copy of my saved data (SAR Requests)

- Registered users
- Go to the <https://accountsettings.ebay.com/uas> Account tab in My eBay and select "Request your eBay data".
- Guest accounts, suspended accounts & third parties
- Direct the user to the <https://ocswf.ebay.com/privacy> Privacy Request Webform and ask them to follow the instructions on the webform to submit the request.

Call recordings

- For all requests (registered users, suspended accounts, guest accounts, and requests from third parties)
- For users with an address in the EU, UK, Canada, Australia, Brazil, or US (California, Colorado, Connecticut, Virginia, and other states listed above after the effective date of the state law)
- Direct the user to the <https://ocswf.ebay.com/privacy> Privacy Center Webform and ask them to follow the instructions on the webform to submit the request.
- For registered users with an address outside of the EU, UK, Canada, Australia, Brazil, or US states without an effective privacy law (California or Virginia only)
- Inform the user that we only release call recordings in response to a subpoena or other court order.
- If the user claims to be a resident of the EU, UK, Canada, Australia, Brazil, or US states without an effective privacy law, instruct them to update their

registration address, then follow the prior instructions.

- Member is refusing to request self-service
- All users
- Member is refusing to request the data via the new experience and is asking teammate to do this on their behalf.
- Teammate should submit the <https://ocswf.ebay.com/privacy> Privacy Request Webform for the member.
- I want a copy of all the items I've sold in the last 90 days
- Registered users
- Go to the Seller Hub.
- Click on Orders at the top of the screen.
- Select All Orders from the drop-down menu.
- Select Last 90 Days.
- Print or download the report as CSV on the right-hand side of the screen.
- Guest accounts, suspended accounts
- Follow the same process as Registered users.
- Third party
- Direct the user to the <https://ocswf.ebay.com/privacy> Privacy Request Webform and ask them to follow the instructions on the webform to submit the request.
- I need all the messages I sent to a specific customer last year. It looks like they were all deleted.
- Registered users
- Direct the user to the <https://ocswf.ebay.com/privacy> Privacy Request Webform and ask them to follow the instructions on the webform to submit the request.
- Guest accounts, suspended accounts
- Follow the same process as Registered users.
- Third party
- Follow the same process as Registered users.
- All other privacy inquiries/requests

Registered/suspended/guest users/third parties Direct the user to the Privacy Center.
 Customer has changed email in the last 7 days
Registered users For security reasons, the customer must wait 7 days before they can request a SAR report. Guest accounts, suspended accounts N/A Third party N/A <h3>Canada Privacy Bill 64 requests </h3> Automated decisions Deletion requests I want to correct the data you have about me I want a copy of my saved data (SAR Requests) Call recordings Member is refusing to request self-service I want a copy of all the items I've sold in the last 90 days I need all the messages I sent to a specific customer last year. It looks

like they were all deleted </a

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1690&ViewLocale=en_US#cpbotherrequests">All other privacy inquiries/requests </a

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1690&ViewLocale=en_US#cpbemailchange">Customer has changed email in the last 7 days </hr>

Follow the instructions below to help Canada consumers exercise their privacy rights. Although privacy laws in Canada differ by region, the instructions in this section apply to all users with a registered address in Canada unless noted otherwise below.
 </a id="

cpbautomateddecision " name=" cpbautomateddecision ">Automated Decisions

 When eBay makes decisions about Quebec users based exclusively on automated processing of their personal information, they have the right to request:

To be informed of the specific personal information used to make the decision.

To understand the main factors and parameters that led to the decision.

To have any incorrect personal information used to make the decision corrected.

 If a Quebec user reaches out with a request related to an automated decision by our service, please escalate the matter to our Privacy Team at </a

href="mailto:askprivacy@ebay.com">askprivacy@ebay.com. They will review the user's request and determine the appropriate response to the individual, for ensuring compliance with Quebec's privacy laws. Once you have escalated the request to the privacy team, you must send SOL3900 to the member as confirmation.
 </a id="cpbdeletionrequest"

name="cpbdeletionrequest">Deletion requests Registered users

 Registered eBay users must close their accounts to delete their personal data and should self-service their account closure. Suspended/restricted

accounts Suspended/restricted accounts may contact Customer Support for assistance in deleting their data/closing their account. Agents should refer to </a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1115">Account

closure / reinstatement and handle these requests as normal.
Guest accounts Direct the user to the Privacy Request Webform and instruct the user
to follow the instructions on the webform to submit the request.
If a registered eBay user with an account in good standing or with a Guest account refuses
to self-service their account closure, agents should refer to Member is refusing request to
self-service below <a id="cpbcorrectthedata"
name="cpbcorrectthedata">I want to correct the data you have about me
Registered users Go to the Account tab in My eBay. You can update
most of the personal data we collect about you directly in your account. If the user
is unable to correct the information in account settings, direct the user to the Privacy Request Webform and ask them to follow
the instructions on the webform to submit the request. Guest
accounts, suspended accounts Direct the user to the Privacy Request Webform and ask them to follow
the instructions on the webform to submit the request. I want a copy of my saved data (SAR
Requests) Registered users Go to the Account tab in My
eBay and select "Request your eBay data". Guest
accounts, suspended accounts & third parties Direct the user to the Privacy Request Webform and ask them to follow
the instructions on the webform to submit the request. Call recordings For
all requests (registered users, suspended accounts, guest accounts, and requests from third parties)

 For users with an address in the EU, UK, Canada, Australia, Brazil, or US (California, Colorado, Connecticut, Virginia, and other states listed above after the effective date of the state law) Direct the user to the Privacy Request Webform and ask them to follow the instructions on the webform to submit the request. For registered users with an address outside of the EU, UK, Canada, Australia, Brazil, or US states without an effective privacy law Inform the user that we only release call recordings in response to a subpoena or other court order. If the user claims to be a resident of the EU, UK, Canada, Australia, Brazil, or US states without an effective privacy law, instruct them to update their registration address, then follow the prior instructions. Member is refusing request to self-service All Quebec users Member is refusing to request the data via the new experience and is asking teammate to do this on behalf of the customer. Teammate should submit the Privacy Request Webform for the member. I want a copy of all the items I've sold in the last 90 days Registered users Go to the Seller Hub. Click on Orders at the top of the screen. Select All Orders from the drop-down menu. Select Last 90 Days. Print or download the report as CSV on the right-hand side of the screen. Guest accounts, suspended accounts Follow the same process as Registered users. I need all the messages I sent to a specific customer last year. It looks like they were all deleted. Registered users Direct the user to the <a

<https://www.ebayinc.com/company/privacy-center/privacy-contact/>>Privacy Request Webform and ask them to follow the instructions on the webform to submit the request. Guest accounts, suspended accounts Follow the same process as Registered users. All other privacy inquiries/requests Registered/suspended/guest users/third parties Direct the user to the Privacy Center. Customer has changed email in the last 7 days Registered users For security reasons, the customer must wait 7 days before they can request a SAR report. Guest accounts, suspended accounts N/A Third party N/A </h2></h2>GUIDE.TALKING_POINTS </h3>General talking points</h3> What type of personal information does eBay collect from me? eBay collects a variety of personal information to not only facilitate your online transactions, but also to improve our services and provide you with a personalized experience. See the User Privacy Notice for more information. How does eBay use my data? We use your personal information to: Provide and improve our services Provide you with a personalized experience on our sites Contact you about your account and our services Provide you customer service Provide you with personalized advertising and marketing Detect, prevent, mitigate, and investigate fraudulent or illegal activities, and comply with legal obligations To learn more

about how eBay uses your information, please visit the company's [Privacy Center](https://www.ebayinc.com/our-company/privacy-center/). Do I have a choice about how you use my data? Yes, you have choices about how we use your personal information to communicate with you, to send you marketing information, how we provide you with customized and relevant advertising, and whether you want to stay signed in to your account. You can control your email communication preferences in the Communication Preferences section within My eBay. There, you can also control your member-to-member communications preferences setting and choose which newsletters and promotions you want to receive. How can I request a copy of the personal information you have about me? 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 in your My eBay account profile. If you don't find the data you are looking for on your My eBay account, you can request a copy of your personal information through your eBay account. If you do not have a registered eBay account, you may contact us through our [Privacy](https://www.ebayinc.com/company/privacy-center/privacy-contact/)

Center. We will make every effort to complete your request as quickly as possible, typically within 30 days. 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 that we stop processing some or all of your personal information, we might not be able to provide all of the services and customer support offered to our users. Currently the only way to delete all your data is to permanently close your eBay account. Please note that in some cases, an eBay account may not be closed immediately after your request, and a "cool-down" period may apply (for instance, if there are transactions pending to be completed) If the account has no transactions and/or

no open cases in the past 30 calendar days, the account will be closed in 30 calendar days from the time the request is processed.

If there are open claims on the account, it may take up to 60 calendar days for the account to be closed to allow for the eMBG claims window to close.

Please see <https://www.ebay.com/help/deleting-data/changing-account-settings/deleting-data?id=5365> Deleting your data for more details.

How long does eBay retain my personal information?

We retain your personal information for as long as necessary to provide the services you have requested, or for other essential purposes such as complying with our legal obligations, resolving disputes, and enforcing our policies.

For more information about data storage duration, please see the <https://www.ebay.com/help/policies/member-behaviour-policies/user-privacy-notice-privacy-policy?id=4260#section7> User Privacy Notice.

Do you share or sell my data?

We attempt to minimize the amount of personal information we disclose to what is directly relevant and necessary to accomplish the specified purpose.

We may disclose your personal information to other members of the eBay Inc. corporate family or to third parties.

How do you protect my personal information?

We protect your personal information using technical and administrative security measures to reduce the risks of loss, misuse, unauthorized access, disclosure and alteration.

Some of the safeguards we use are firewalls and data encryption, physical access controls to our data centers, and information access authorization controls.

How does eBay approach international data transfers?

eBay Inc.'s global privacy standards, known as <http://ebayprivacycenter.com/privacy/binding-corporate-rules> Binding Corporate Rules (BCRs), were implemented back in 2009 and are our commitment to protecting our users personal information and honoring our privacy obligations regardless of where our users personal information is collected, processed, or retained within our corporate family.

Across the entire eBay Inc. corporate family, we handle our users personal

information in accordance with our global privacy standards and BCRs. For more information about international data transfers, please see our User Privacy Notice.

What are some troubleshooting steps if a member encounters an error when submitting a data request?

Unfortunately, piggybacking is not available due to page level security. Please ask the user to retry the request and, if the error persists, please have the CS email this DL: DL-eBay-identity-compliance@ebay.com. There is a 24-hour response time. Please include these details in the email: username, browser and version details, time and steps to reproduce.

Does the data request report expire?

The data will be accessible 7 days after the date of the initial request. When the data request is ready, the member will receive an email. The link will expire after 7 days.

If a member requests data for a linked account, will it be included in the data request report?

No. At this time, linked account data is not part of the data request report.

Where can I request a copy of my personal data?

Go to the [Account tab in My eBay](https://accountsettings.ebay.com/uas) and select "Request your eBay data". (See screenshot below)

If a member requests data for a linked account, will it be included in the data request report?

No. At this time, linked account data is not part of the data request report.

Where can I request a copy of my personal data?

Go to the [Account tab in My eBay](https://accountsettings.ebay.com/uas) and select "Request your eBay data".

How can I contact you about your privacy practices?

If you have a question or a complaint about this privacy notice, our global privacy standards, or our information handling practices, you can contact the global privacy office in writing at: ebay-privacy@ebay.com

eBay Inc Attn: Legal - Global Privacy Office
2065 Hamilton Avenue San Jose, California 95125, USA

You can also find more

information on how to contact us and our data protection officers in our [Privacy Center](https://www.ebayinc.com/our-company/privacy-center/).

Do you help eBay sellers understand what changes they need to make to be compliant with applicable privacy laws?

No. We do not and cannot advise our sellers on what they need to do to comply with the law.

The eBay seller needs to understand the changes, what this means for their business, and choose how they communicate in their listings to their buyers.

Where does privacy-related information need to be placed within the listing?

There is no special place in a listing where sellers can input what they choose to tell their buyers on how they will comply with the requirements of applicable privacy laws.

The seller needs to choose where and what they say in their listing.

What kind of Information needs to be placed in their listing?

This is up to the seller to determine. eBay's privacy notice covers the processing of personal information in connection with a transaction.

Personal information related to a transaction can only be used for that transaction unless the seller directly obtains the user's consent to use it for something else (e.g. add them to a mailing list).

Sharing information with third parties specifically to facilitate a transaction (e.g. postal carriers) is allowed, but any further sharing of buyer information is not.

Must I provide a privacy notice on eBay to my buyers?

We do not require sellers to provide a privacy notice on their account or listings. If a seller determines that they need to provide a privacy notice under regulations applicable to them, they can use fields made available to provide legal disclosures, such as the terms and conditions or seller disclosures fields.

If a business seller on eBay stores member data elsewhere other than on the eBay platform (they only sell on eBay), are they required to inform the member of their own privacy policy and can they put this information anywhere on eBay / listing / messages?

The UPN and UA state that sellers are independent controllers from eBay when information has been shared with them and, as stated before, they must obtain consent from the individual user before

using their information inconsistent with the UPN and UA. See above regarding fields a seller can use to provide a privacy notice. (March/April 2024)

Why have you updated the User Privacy Notice (UPN)? This is part of our annual process aimed at ensuring our practices align with legal requirements and uphold the highest standards of privacy protection. Notable changes: Expanded information: We have added more details about the personal data we collect, the purposes for which we use that data, and insights into how we share and process personal data within the eBay Inc. corporate family and with other businesses and service providers. Compliance with regulations: To comply with new consumer, anti-fraud and tax regulations. This includes additional information about the personal data we process to meet these regulatory requirements, ensuring that our users are well-informed about the measures we take to adhere to evolving standards. Regional Privacy Disclosures: We have made updates to our regional privacy disclosures to align with new information requirements and added a section on the UK Credit Reference Notice.

Where do I find privacy disclosures by state? Click "Privacy" at the bottom of the page. Go to point 12, "Regional and State Privacy Disclosures". Click the link for "State Privacy Disclosures".

Where do I find privacy disclosures by region? English Click "Privacy" at the bottom of the page. Go to point 12, "Regional and State Privacy Disclosures". Click the link for "Regional Privacy Disclosures".

Portuguese Click Privacidade at the bottom of the page. Go to point 12, Divulgações de privacidade regionais e estaduais. Click Divulgações de privacidade regionais.

<h3>GDPR talking points</h3> Who does the GDPR apply to?

</h3>GDPR talking points</h3> Who does the GDPR apply to?

 The GDPR applies not only to organizations who process data in the EU, but also any organization that offers goods or services to, or monitors the behavior of people inside the EU. GDPR applies even if the processing takes place outside of the EU. Which data elements fall under the GDPR? The GDPR applies to personal information, such as: Names Addresses Phone numbers Date of birth IP addresses Cookie identifiers Device information Advertising identifiers Financial information Geo-location information Social media information Consumer preferences, etc. To read more about the personal information that eBay captures, please visit ourUser Privacy Notice. <h3>Teammate FAQs</h3> What teammates can/cannot do when dealing with closed account queries If the account shows as deleted or unavailable in AD, do not access the customers data. Inform the customer that the account was closed and the data was deleted as explained in our User Privacy Noticeand in the confirmation email they received when the account was closed. Teammates with access to closed account data should only access account information if they need to take action related to one of the reasons why we retain the data (e.g. billing/collections/enforcement of the user agreement). Perform Risk Reviews to avoid risky/fraudulent activity EnforceeBay User Agreement and policies Fulfill requests from official authorities (Lawyers, Courts, policies, criminal investigations) Otherwise comply with eBays legal obligations Do not access this data when taking general CS actions or answering general CS questions. FAQs <table border="1" cellpadding="2" cellspacing="0"> <tbody> <tr>

&td>Teammates without access to closed account data&td>	&td>Teammates with access to closed account data&td>
&td> User asks about account that has been closed/deleted (Can you look up account [User ID]?), but account shows as deleted or unavailable in AD.	
&td>The account youre inquiring about has been closed and the personal data associated with the account has been deleted as explained in our User Privacy Notice.&td>	
&td> User asks about account that has been closed/deleted (Can you look up account [User ID]?), but account shows as deleted or unavailable in AD.	
&td>The account youre inquiring about has been closed and the personal data associated with the account has been deleted as explained in our User Privacy Notice.&td>	
&td> I closed my account and asked for deletion of my data. Did you fulfill my request?	
&td>(If account has been closed) Yes, we fulfilled your request.&td>	
&td>(If account is in term pending) Your deletion request has been received, and your account is pending termination, which will take between 30 and 60 days as explained in the email you received when you requested that your account be closed. You will receive another email confirming the closure of your account and deletion of your data when your request has been fulfilled.&td>	
&td> I closed my account and asked for deletion of my data. Did you fulfill my request?	
&td>(If account has been closed) Yes, we fulfilled your request.&td>	
&td>(If account is in term pending) Your deletion request has been received, and your account is pending termination, which will take between 30 and 60 days as explained in the email you received when you requested that your account be closed. You will receive another email confirming the closure of your account and deletion of your data when your request has been fulfilled.&td>	
&td> I requested that eBay delete my data. Can you still see it?	
&td>No, I do not have access to your data.&td>	
&td> Have you deleted all my data in response to my request?&br> I requested that eBay delete my data. Can you still see it? &br> I requested that eBay delete my data. Why can you still see it?	
&td>eBay retains some personal data after account	

closure is complete as needed to comply with our legal obligations, to detect and protect against fraudulent or illegal activity, for exercising the right of freedom of expression and information, to exercise and defend against legal claims, and to enforce our User Agreement.

eBay limits its use of any data retained to these purposes and retains the data only as long as needed to fulfill these purposes. I support some of these functions and can access the retained data when needed to perform my duties.

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GUIDE.DETAILED_INFORMATION

US state privacy laws

- The California Privacy Rights Act (CPRA) went into effect on January 1, 2023. It amended the California Consumer Privacy Act (CCPA), which went into effect on January 1, 2020. These laws create new privacy rights for California residents as described below.
- The Virginia Consumer Data Protection Act (VCDPA) went into effect on January 1, 2023. It creates new privacy rights for Virginia residents as described below.
- The Colorado Privacy Act (CoPA) went into effect on July 1, 2023. It creates new privacy rights for Colorado residents, as described below.
- The Connecticut Data Privacy Act (CtDPA) went into effect on July 1, 2023. It creates new privacy rights for Connecticut residents, as described below.
- Upcoming states:
 - The Utah Consumer Privacy Act (UCPA) takes effect on December 31, 2023. It creates new privacy rights for Utah residents, as described below.
 - The Oregon Consumer Privacy Act (OrCPA) takes effect on July 1, 2024. It creates new privacy rights for Oregon residents, as described below.
 - The Texas Data Privacy and Security Act (TDPSA) takes effect on July 1, 2024. It creates new privacy rights for Texas residents, as described below.
 - The Montana Consumer Data Privacy Act (MtCDPA) takes effect on October 1, 2024. It creates new privacy rights for Montana residents, as described below.
 - The Iowa Consumer Data Protection Act (IaCDPA) takes effect on January 1, 2025. It creates new privacy rights for Iowa residents, as described below.
 - The Tennessee Information Protection Act (TIPA) takes effect on July 1,

2025. It creates new privacy rights for Colorado residents, as described below. The Indiana Consumer Data Protection Act (InCDPA) takes effect on January 1, 2026. It creates new privacy rights for Colorado residents, as described below. You need to understand what these rights are, and how to help the residents of these states exercise their rights. US state law privacy rights Information/Notice Residents of the states listed above are entitled to disclosure of certain information in eBay's privacy notice. For general information about eBay's privacy practices, please direct the users to eBays Global User Privacy Notice Direct the user to ebay.com Scroll to the bottom of the page and click the "Privacy" link in the footer For information specific to each of the states listed above, direct the user to https://www.ebayinc.com/state-privacy-disclosures/, and have them click on the link for their state's privacy notice. Access or the "Right to Know" Residents of the states listed above (as of the effective date of the state laws) have the right to request certain information from eBay, including: Confirmation of whether their data is being processed, and if so, the categories of personal data collected, the sources of that data, the categories of third parties that eBay shares data with, and the purpose for collecting the data. The specific pieces (i.e. a copy) of data that eBay has collected about the consumer. Deletion Residents of the states listed above (as of the <a href="https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1690&ViewLocale=

en_US#effectivedate">effective date of the state laws) have the right to request that eBay delete the personal data that eBay collected from the consumer. Rectification (Correction) Residents of the states listed above (as of the effective date of the state laws) have the right to request correction of inaccurate and/or outdated personal information being processed by eBay. The right to opt out of the "sale" of personal data Residents of the states listed above (as of the effective date of the state laws) have the right to opt out of the "sale" of their personal data. It is important to note that eBay does not "sell" data as we normally understand that term. CCPA, CoCPA, and CtDPA define "sale" to include disclosure of information in exchange for anything valuable. This broad definition includes several forms of common sharing practices that are not normally considered "selling". eBay does not share personal information in exchange for money without consent. The right to opt out data "sharing"/targeted advertising California residents have the right to opt out of the sharing of their information with third parties for behavior-based targeted advertising purposes. California calls this the right to opt-out of sharing for cross-context behavioral advertising. Residents of the other states listed above (as of the effective date of the state laws) have the right to opt out of "targeted advertising". "Targeted advertising" or "cross-context behavioral advertising means" means that ads are targeted to a user based on personal data gathered from activity over time and across non-eBay sites, applications and services. It is important to note that opting out does not mean the user will no longer see advertisements from

eBay on other websites or that the user's eBay experience will not be personalized based on their eBay activity. It means the eBay ads the user sees will no longer be tailored to the user based on the combination of their eBay activity with their activity on non-affiliated websites, applications, and online services.

Sensitive personal information

California and Utah consumers (as of the effective date of the state laws) have the right to ask eBay to limit the use of their sensitive personal data for the purpose of inferring characteristics about them, to the pre-approved purposes listed below.

For users from all other states listed above (as of the effective date of the state laws), eBay must obtain their consent before using sensitive personal data for purposes other than the permitted purposes listed below.

Permitted purposes for processing sensitive personal data:

- Compliance with independent obligations (e.g. AML/KYC)
- Compliance with a subpoena, court order, warrant, etc.
- Cooperation with law enforcement
- Investigation, establishment, exercise or defense against legal claims
- Fraud detection and prevention
- Ensuring security and integrity of our data, platform, systems, etc.
- Performing services (e.g. verifying identity of account holder, providing customer service, account maintenance, order fulfillment, etc.)
- Quality assurance/maintenance/improvement of eBay products and services

Sensitive personal information includes the following data elements:

- Government ID numbers (SSN, DL, passport etc.)
- Account log-in, financial or credit card account number in combination with access code, password, credentials allowing access to account
- Precise geolocation (precise within a 1750 ft. radius)
- Racial or ethnic origin
- Health information (including

physical or mental health condition or diagnosis) Sex life, sexual identity or sexual orientation Citizenship or immigration status Religious or philosophical beliefs Union membership Contents of consumer's email or text messages (unless eBay is the intended recipient of the communication) Genetic data or biometric information for the purpose of uniquely identifying a person. Biometric information is physiological, biological, and behavioral characteristics that can be used (alone or in combination) which includes, but is not limited to, the following: Eye (retina or iris), fingerprint, face, hand, palm, and vein scans/images, or voice recordings, from which an identifier template (e.g. faceprint, voiceprint) can be extracted Keystroke patterns or rhythms Gait patterns or rhythms Sleep, health, or exercise data that contain identifying information Data from a known child Note: eBay does NOT use sensitive personal data for anything other than the permitted purposes listed above Automated Decision Making (aka Profiling) With the exception of Utah and Iowa, users of all states listed above (as of the effective date of the state laws) have the right to opt out of "Profiling", which is the use of solely automated processing to make legally significant decisions about the person, such as: Financial or lending services Housing Insurance Education enrollment or opportunities Criminal justice Employment opportunities Health-care services Access to basic necessities/essential goods or services Note: eBay does NOT use solely automated processing to make legally significant decisions about its users. Non-discrimination These laws prohibit discrimination against users for exercising their privacy rights. Direct user to https://www.ebayinc.com/state-privacy-disclosures/ for more information and instructions on how to exercise their

rights.

 Registered users in the United States must submit access and deletion requests through their eBay accounts.

 Non-registered eBay users (e.g. guest users), third parties or eBay users with suspended accounts
 They can find more information about submitting their requests in their state's privacy notice. https://www.ebayinc.com/state-privacy-disclosures/

 Detailed information on different request types can be found below in the Instructions/Steps to Resolve section.

The General Data Protection Regulation (GDPR) The GDPR is a comprehensive update to existing EU laws that became enforceable on 25 May 2018. It is meant to strengthen the protection of personal data by introducing new requirements and standards for data protection, security and compliance. For over 20 years, eBay has been committed to protecting our customers' data and privacy. We view GDPR as an opportunity to demonstrate, outline, and deepen our commitment to data privacy. The GDPR replaces existing EU laws protecting personal information. It provides a single set of rules governing how peoples personal data is used in the EU and aims to strengthen protections around this data. Since the GDPR language was finalized in 2016, eBay has taken steps to adhere to the new standards. Millions of transactions happen every day on our site, and we value the trust you place in eBay to safeguard your personal information. Rights The right to be informed Data subjects have a right to know certain information, including: The identity and contact information of the data controller Contact information for the Data Protection Officer for the controller The personal information the controller collects The

purposes of collecting the data and the legal grounds for processing it Certain information about third parties with which data is shared, and information about cross-border data sharing Information about the storage and retention of personal data Whether or not eBay uses automated decision making and certain information about automated decisions Access Data subjects have a right to: Obtain confirmation of personal data processing, which includes much of the same information included in the right to be informed Request a copy of the personal data that is processed by eBay Rectification Data subjects have a right to request correction of inaccurate and/or outdated personal information being processed by eBay. Erasure/Deletion (the right to be forgotten) Data subjects have a right to request that their personal data be deleted, subject to certain exceptions. Restriction of processing Data subjects have a right to request that a controller restrict processing of data under certain circumstances (e.g., a data subject believes data is inaccurate and requests restriction of processing until the accuracy of their personal data can be verified). Portability Data subjects have a right to request that eBay send a copy of the personal data it processes about them to another data controller. Objection to processing Data subjects have a right to object to eBay processing personal data for certain purposes and under certain circumstances. Automated decision making Data subjects have a right to not be subjected to decisions based solely on automated processing under certain circumstances and subject to certain exceptions. The Lei Geral de Proteção de Dados Pessoais (LGPD) The LGPD is a comprehensive data privacy law applicable to residents of Brazil that went into effect in September 2020. The LGPD is very similar to GDPR and also shares some similarities with CCPA. As

new regulations are finalized, we will update this guide to ensure you have the information needed to support Brazilian privacy requests if needed.

- It is important to note that under the LGPD, Brazilian consumers have many of the same rights that individuals have under GDPR and CCPA.

Rights

- Confirmation of the existence of processing**
- Brazilian data subjects have the right to know if eBay is processing their personal data, and if so, how that data is processed.
- Access to data**
- Brazilian data subjects have the right to access and obtain a copy of their personal data that eBay processes.
- Correction**
- Brazilian data subjects have the right to correct incorrect and outdated personal information.
- Anonymization, blocking, or deletion of unnecessary data**
- Brazilian data subjects have the right to request deletion of their personal data when it is no longer needed for the purposes for which it was collected.
- Portability**
- Brazilian data subjects have the right to request that eBay transfer their data to other data controllers.
- Deletion of personal data processed with consent**
- Brazilian data subjects have the right to request deletion of personal data that is processed on the basis of the data subjects consent.
- Information about third parties with which data is shared**
- Brazilian data subjects have the right to disclosure of certain information about the third parties with which eBay shares data.

Canada Privacy Bill 64

- In addition to rights to access, correction, deletion, and portability similar to those described above for residents of the US, EU, and Brazil, residents of Quebec have additional rights related to automated decisions made about them.
- If a user from Quebec contacts eBay about a decision made by our service that was based solely on automated processing of their personal information, they have the right to request:
- To be informed of the specific personal information used to make the decision.
- To understand the main factors and parameters that led to the

decision.

- To have any incorrect personal information used to make the decision corrected.

GUIDE.SUMMARY

For more than 20 years, eBay has been committed to protecting our customers' data and privacy.

Major new privacy laws and regulations have been passed in the last several years, with many more expected to pass in the future. In addition, laws and regulations in other areas, such as consumer, anti-fraud and tax regulations have been passed. Our privacy notice informs users of how their personal data is processed, including in order to comply with such laws.

This guide:

- Outlines the major privacy laws and regulations and gives you a high-level understanding of what these laws and regulations do
- Sets out talking points to help you answer user questions privacy requests when our users want to exercise their privacy rights

The major privacy laws that are covered here are:

- US state privacy laws
- The California Consumer Privacy Act (CCPA), which was amended by the California Privacy Rights Act (CPRA) applicable to residents of the State of California
- The Virginia Consumer Data Protection Act (VCDPA) applicable to residents of the State of Virginia
- The Colorado Data Privacy Act (CoCPA) applicable to residents of the State of Colorado starting July 1, 2023
- The Connecticut Data Privacy Act (CtDPA) applicable to residents of the State of Connecticut starting July 1, 2023
- Upcoming states:
- The Utah Consumer Privacy Act (UCPA) applicable to residents of the State of Utah starting December 31, 2023
- The Oregon Consumer Privacy Act (OrCPA) applicable to residents of the State of Oregon starting July 1, 2024
- The Texas Data Privacy and Security Act (TDPSA) applicable to residents of the State of Texas starting July 1, 2024
- The Montana Consumer Data Privacy Act (MtCDPA) applicable to residents of the State of Montana starting October 1, 2024
- The Iowa Consumer Data Protection Act (IaCDPA) applicable to residents of the Iowa starting January 1, 2025
- The Tennessee Information Protection Act (TIPA) applicable to residents of the State of Tennessee starting July 1,

2025 The Indiana Consumer Data Protection Act (InCDPA) applicable to residents of the State of Indiana starting January 1, 2026 The General Data Protection Regulation (GDPR) applicable to most residents of the UK and EU The Lei Geral de Proteção de Dados Pessoais (LGPD) applicable to residents of Brazil. Canada Privacy Bill 64 - applicable to residents of Quebec (Canada) User Privacy Notice (UPN) eBay is committed to protecting its members' privacy The "User Privacy Notice" (UPN) explains our collection, use, disclosure, retention, and protection of all personal information </h2></h2>GUIDE.RELATED_LINKS If you are contacted by the media about this please refer to the 'Media contacts' accordion found in the Escalation and Customer Experience Guidelines article. </hr>

Related Help Pages Privacy center</br> </a href="https://www.ebayinc.com/our-company/privacy-center/" rel="nofollow" title="Follow link">https://www.ebayinc.com/our-company/privacy-center/ Privacy notice</br> </a href="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 GDPR site</br> </a href="https://www.ebayinc.com/our-company/privacy-center/gdpr/" rel="nofollow" title="Follow link">https://www.ebayinc.com/our-company/privacy-center/gdpr/ US state privacy disclosures</br> </a href="https://www.ebayinc.com/state-privacy-disclosures/">https://www.ebayinc.com/state-privac

y-disclosures/ Brazilian customers
 https://www.ebayinc.com/company/privacy-center/privacy-notice/regional-privacy-disclosures/ (English)
 https://www.ebayinc.com/company/privacy-center/br/privacy-notice/divulgacoes-de-privacidade-regionais/?utm_source=301Redirect&utm_medium=301Redirect&utm_campaign=301Redirect (Portuguese) </h2>