

## INV - Publishing contact information policy

**GUIDE.SUMMARY** What Publishing contact information of another eBay member in any online public area is not allowed. Online public areas include:

- Web pages
- Online forums
- Newsgroups
- Profile pages
- Board posts
- Feedback comments

Why Privacy is a building block of eBay. When you register an eBay account, we know that you expect your personal information to be kept private. Information we consider private includes your:

- Name
- Address
- Phone number
- Email address

**GUIDE.RELATED\_LINKS** Related Help Pages

- Contact information sharing policy

<https://www.ebay.com/help/policies/member-behavior-policies/contact-information-sharing-policy?id=4373>

**GUIDE.TALKING\_POINTS**

Why can't I include trading partner contact info in any online forum, feedback, or other public web resource?

Publishing personal information of another eBay member is a betrayal of trust in your trading partner. Information shared between trading partners is confidential, and this is not an acceptable behavior of a valuable member of the eBay community.

**Internal Information**

If a member reports another member for publishing contact information and the infraction is in a listing, a Profile page, a Review or Guide, a Wiki, a Blog etc.,

<https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1256>

List Practices should investigate and will take appropriate action according to their consequence guidelines.

If a member reports another member for publishing contact information and the infraction is in a Feedback Comment, the

<https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1299>

Feedback team should investigate and Feedback Removal will take appropriate action according to their

consequence

guidelines.</li>

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</h2></h2>GUIDE.INSTRUCTIONSSTEPS\_TO\_RESOLVE Report Feedback Content

<ol> <li>Go to the Feedback profile page.</li> <li>On the right-hand side of the

page, select the question mark icon.</li> <li>Select Submit report under Report content.

<ul> <li>You may be asked to Sign in or submit as guest.</li> </ul> </li>

<li>Under What would you like to report? select the correct type of content, e.g.

Feedback.</li> <li>Fill in the form, including the details of the feedback you are reporting,

and the reason for reporting it <ul> <li>In this section you can also add freeform text and

upload documents to support the report.</li> </ul> </li> <li>Select

Submit.</li> </ol> Appeal eBays decision on the reported content <ol> <li>Go to

the email sent by eBay with the decision on the reported content. <ul> <li>If the report was

filed as a signed-in member, you'll find the email in Messages.</li> <li>If you filed the

report as a guest, an email will have been sent to the email address used when submitting the

report.</li> </ul> </li> <li>Select Start Appeal.</li> <li>Provide the

information requested in the appeal flow.</li> <li>Provide justification for your appeal and

add evidence to support your appeal when prompted.</li> <li>Select Submit

appeal.</li> </ol> </h2>