

Avoid putting restricted data in JIRA

**GUIDE.RELATED\_LINKS**

- Safe link for transmitting Restricted information:  
<https://ocswf.ebay.com/mudcwf?deptName=BILOPS>

**INFOSEC Data Classification table** Attached to this GUIDE  
Link to be provided. May not work for offshore teammates.

**GUIDE.SUMMARY** We value our members and their information. To that end, we're committed to protecting our members' information and making sure buyer and sellers can trade safely. JIRA is a project management tool for tracking milestones, and conveying information within eBay, but it is not designed to store restricted data.

Therefore, we must be very careful what kind of information is transmitted through JIRA as this might violate information security policy. eBay divides information into 4 categories. Each category has different requirements for how it is handled. Jira can handle public, internal and confidential information, although confidential information should be kept at a need only basis.

Classification	Description
PUBLIC INFORMATION	Information that is readily available or disclosed to all parties.
INTERNAL INFORMATION	Information that is intended for distribution to anyone within eBay Inc. but should not be disclosed outside of the company.
CONFIDENTIAL INFORMATION	Information that is intended only for a limited audience within eBay Inc. or whose release would likely have an adverse financial or reputational effect on eBay, eBay employees, or eBay users and or consolidated

Information that is readily available or disclosed to all parties. Public information does not need to be classified; however, copyright or trademark protections may apply.

INTERNAL INFORMATION Information that is intended for distribution to anyone within eBay Inc. but should not be disclosed outside of the company.

This classification is for information that is typically accessible to anyone working at eBay to view and have access to, regardless of their job or business function.

CONFIDENTIAL INFORMATION Information that is intended only for a limited audience within eBay Inc. or whose release would likely have an adverse financial or reputational effect on eBay, eBay employees, or eBay users and or consolidated

subsidiaries. All customer and employee non-public personal information, non-public financial information, and intellectual property shall have a minimum classification of confidential. Information in this category must be limited to only those with a business need for access. (Examples include, but are not limited to: software source code, employee records such as salary, stock and benefits information, customer and employee personal contact information, customer email addresses, design diagrams, etc.)

RESTRICTED INFORMATION
Highly sensitive or regulated information that is intended only for a limited audience within eBay or whose release would likely have a material adverse financial or reputational effect on eBay, eBay employees, or eBay users and or consolidated subsidiaries. All information in this category will be restricted to a limited group with authorized need to know access. (Examples include but are not limited to: credit card information, bank account information, social security numbers, date of birth, drivers license numbers, pre-release financials, pre-acquisition information, passwords, encryption keys, etc.)

Information about proposed or pending mergers and acquisitions shall be considered restricted.

## GUIDE.DETAILED\_INFORMATION

As a rule, our members should always register payment information (restricted data) onto their My eBay account themselves. Transmitting restricted data to eBay directly should remain an exception and should only occur as a last resort, and if all other options have been exhausted. On receiving a customer inquiry involving restricted data,

- CS will submit a JIRA ticket to Billing Operations and
- Send an OCS link to the customer for them to upload their payment details securely

<https://ocswf.ebay.com/mudcwf?deptName=BILOPS>

Billing Operations can access the uploaded restricted details in Agent Desktop in order to resolve the JIRA request.

Situation where restricted data might

be needed</u> <ul> <li><u>Exceptional Wire Transfer Refund Requests</u>  
<em>(<u>only</u> when all other payment methods have been exhausted)  
</em> <ul> <li>WT Refund for a buyer account</li> <li>WT Refund to an  
account with no or insufficient credit balance</li> <li>WT Refund to deleted seller  
account</li> </ul> </li> <li>IBAN registration error</li> <li>Legal WT  
payout requests</li> </ul> For the customer to send restricted data, use this link:<br>  
<a href="https://ocswf.ebay.com/mudcwf?deptName=BILOPS"  
target="\_blank">https://ocswf.ebay.com/mudcwf?deptName=BILOPS</a> </h2>