

name="suspensionDisclaimer">Keeping personal information on file Please refer to the talking points. Can the email address and user ID on a deleted account be used on a new account once the account has been terminated? Yes, once the account is deleted and has gone through the 30 calendar days waiting period, the email address and user ID can be used on a new or existing account. Timeline, criteria, and process for deleting dormant accounts Internal Information Dormancy Period Criteria Process 1 year, all sites Drop issue 800 (Dormant Seller Account) Special MAC note Seller can relist ended items

 2 years, all sites Pre-notification 30-day notice email If no sign-in, selling, or bidding activity after 30-days, account is deleted Selling permission removed, open Issue 872 sellers can re-register as a seller </h2><h2>GUIDE.SUMMARY What Members sometimes want to close and/or delete their accounts. Members sometimes want to exercise their privacy rights and just want us to delete their data, but this also requires account closure. At times, we close accounts for dormancy. Because account closure and account deletion are so closely linked, when we talk about one, were also talking about the other. The rules that apply to account closure are the same rules that apply to account deletion. Throughout this article, we talk about account closure, but account deletion also applies. This article covers Deceased member reports Reopen an eBay account / cancel account closure Closure due to fees Closure due to notifications Frustration with eBay (complaint) Free up email address Personal information stored Waiting period

Dormant accounts Closure workflows (member/teammate)
Reasons we cant close accounts
</h2></h2>GUIDE.RELATED_LINKS Help pages Closing your
account
 h
ttps://www.ebay.com/help/account/changing-account-settings/closing-account?id=4199
Deleting your data
 http
s://www.ebay.com/help/account/changing-account-settings/deleting-data?id=5365
Privacy policy
 http://pages.ebay.com/help/policie
s/privacy-policy.html CSKB articles <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1034&viewlocale=en_
US" target="_blank">eBay account information <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1279&viewlocale=en_
US" target="_blank">Deceased member reports Account
suspensions: reasons, types, and how to resolve Solutions
<a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL3808&viewlocale=en_
US" target="_blank">Account closure request <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL3813&viewlocale=en_
US" target="_blank">Account closure in process <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL11585&viewlocale=en_
US" target="_blank">Data deletion in process <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL8701&viewlocale=en_

US" target="_blank">Confirmation of deceased member report - account closure
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL8223">Buyer - Account reinstated </h2></h2>GUIDE.TALKING_POINTS Member is deceased See
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1279&viewlocale=en_US" target="_blank">Deceased member reports Too many fees (close seller account) There are no fees for buying accounts on our site.If you no longer want to sell, there are no fees for keeping your account open and using it to buy on our site. This way you are able to keep your feedback score. Member has a complaint Would you like to discuss the complaint? Im happy to help you resolve the issue (see
href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1717" target="_blank">Handling Complaints). Keeping personal information on file Upon receiving your request, well close your account and delete your data unless one of the following exceptions applies: You have any active bids or listings. You have a balance due. You have active subscriptions. eBay owes you money. You have an active eMBG case. We retain personal data that we are legally required or permitted to keep under applicable laws and in accordance with our Privacy Policy:
href="http://pages.ebay.com/help/policies/privacy-policy.html" target="_blank">http://pages.ebay.com/help/policies/privacy-policy.html. We retain your personal data only as long as necessary to: Provide you with the goods and services you requested and otherwise perform under our User Agreement, such as collecting fees, resolving disputes, and enforcing our policies Comply with our legal obligations To detect and resolve issues related to security or

functionality, including to detect and protect against fraudulent or illegal activity

- For exercising the right of freedom of expression and information
- To exercise or defend against legal claims
- Resolve any balances owed to you or to eBay
- Provide you with tax related information
- Inform you if there is a public health issue

The burden on eBay is unreasonably costly, or where deletion would impact other users

We will only process your personal data for these specific reasons, and after it is no longer necessary for us to retain your personal information, we will dispose of it in a secure manner according to our data retention and deletion policies.

- Our specific retention times for personal information depend on the region.
- How long we retain personal information can vary significantly based on context of the services we provide and on our legal obligations.

The following factors typically influence retention periods:

- If the personal information is sensitive, a shortened retention time is generally appropriate.
- If you have provided consent for a longer retention period, we will retain data in accordance with your consent.
- If we are subject to a legal, contractual, or similar obligation to retain your personal information we will retain your data in accordance with our obligation.

Examples can include mandatory data retention laws in the applicable jurisdiction, government orders to preserve data relevant to an investigation, or personal information retained for the purposes of litigation.

- Account kept open after request

- Your data will be deleted within 30 calendar days of receiving your request, though it may take up to 60 calendar days if you've had any transactions, payments, claims or disputes in the previous 30 calendar days.

During this time, you cant use your account, including buying, selling, or changing account information. Youll be able to access the information, but not change it.

Once the account is closed and the data is deleted, the account information will no longer be visible to any eBay member.

Well send a confirmation email to your registered email address to let you know your

account has been permanently closed and your data deleted.

- Remember, once we've closed your account, it can't be recovered or restored.
- Deleting dormant accounts
- We protect our members' information by removing inactive accounts.
- When an inactive customer comes back to eBay, we want to ensure that their account information is still accurate, and the account has not been taken over during the inactivity period. Therefore we will start taking the following actions on dormant accounts:

- 12 months listings naturally ended, open Issue 800 seller can relist the ended items
- 18 months limits dropped (1 item/ \$10) seller can use Increase Limits Orchestrator (ILO) self-service, GJ help hub self-service, or can avail of PLI automated monthly batch or IFD automated increase while listing. They can also contact eBay for GJ vetting
- 24 months selling permission removed, open Issue 872 sellers can re-register as a seller

Internal Information

The following types of accounts aren't deleted for dormancy:

- User State In : account on hold (Error Code : User may have some financial commitment to eBay)
- Customer has to call the agent, and Agent needs to take action first (if agent does not remove hold, member cannot get account closed)
- User has Account Balance
- User has positive or negative balance (>\$1) If the balance < 1 (unit) or po, agent can go ahead and close the account. Otherwise, agent needs to help member on payment
- Issue List with OCS Current Do Not Close
- Customer has to call us and agent needs to take action first. Agent reviews the issues and depending on the open issue, process or resolution may differ.

We have 2 separate lists for Retention Wizard and Agent Desktop

- Account 453 rule (account is frozen)
- In compliance with the US Patriot Act (Office of Foreign Asset Control) all customers found on the US OFAC sanctions cannot close their accounts

If you've received an email notifying you of closure or deletion, and you don't want your

account closed or deleted, simply sign-in to your account within 14 days from the date the email was sent.

If your account has already been deleted, we welcome members to establish a new account for using eBay in the future.

I closed my store, but I'm still getting a notice that I have an open subscription

Not all subscriptions end at the same time when you close your store. I can check into that for you and make sure everything is resolved on our end. Once I review your account for additional subscriptions and end them, you can try closing your account again.

Internal information: Sellers who still have a subscription to Selling Manager won't be able to close the subscription on their own. You will need to manually resolve it for them. See https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1115&ViewLocale=en_US#activesubscriptions Seller Workflow

for more information on how to resolve this.