**QUESTION: What does the ATCMarket Free Membership Agreement cover?**  
**ANSWER:**  It covers the terms and conditions under which ATCMarket offers you access to and use of its service through its websites, mobile sites, mobile applications, and other related portals.

**QUESTION: What is meant by "Acceptance of Terms" in this agreement?**  
**ANSWER:**  "Acceptance of Terms" means that by using the service or completing the registration process, you agree to be bound by the terms and conditions outlined in the ATCMarket Free Membership Agreement and related policies.

**QUESTION: How does a member accept the terms and conditions of the ATCMarket service?**  
**ANSWER:**  A member accepts the terms by completing the registration process or using the ATCMarket service.

**QUESTION: What websites and platforms are included under ATCMarket's service?**  
**ANSWER:**  The service applies to the websites "www.ATCMarket," "www.ATCMarket.ru," "www.tmall.ru," and their sub-domains, as well as mobile applications related to the ATCMarket e-commerce platform.

**QUESTION: Who is the contracting party for users in mainland China, the United States, or other regions?**  
**ANSWER:**

* If you are from mainland China, the contract is with Hangzhou Alibaba Advertising Co., Ltd., or Alibaba.com Singapore E-Commerce Private Limited for Promotion Services.
* If you are from the U.S. and a buyer/visitor, the contract is with ATCMarket E-Commerce One Pte. Ltd.
* If you are from the U.S. and a seller, the contract is with ATCMarket International (United States) Corporation.

**QUESTION: What happens if a user doesn't accept the terms and conditions?**  
**ANSWER:**  If you do not accept the terms and conditions, you are not authorized to use the service.

**QUESTION: If I am from mainland China, who is my contract with when using ATCMarket?**  
**ANSWER:**  Your contract is with Hangzhou Alibaba Advertising Co., Ltd., unless you are using Promotion Services, in which case your contract is with Alibaba.com Singapore E-Commerce Private Limited.

**QUESTION: What if I am from the United States and a seller—who is my contract with?**  
**ANSWER:**  If you are a seller from the United States, your contract is with ATCMarket International (United States) Corporation.

**QUESTION: How does the contracting party change if I am using Promotion Services?**  
**ANSWER:**  If you are using Promotion Services, your contract will be with Alibaba.com Singapore E-Commerce Private Limited, regardless of your location.

**QUESTION: Does ATCMarket delegate its services to any affiliates?**  
**ANSWER:**  Yes, some or all aspects of the service may be supported and provided by ATCMarket’s affiliates.

**QUESTION: What happens if ATCMarket delegates part of its service to its affiliates?**  
**ANSWER:**  If ATCMarket delegates part of the service, it does not affect the member’s rights and obligations under the agreement, as the services will still be provided according to the terms of this agreement.

**QUESTION: Can ATCMarket amend the Free Membership Agreement?**  
**ANSWER:**  Yes, ATCMarket can amend the agreement at any time by posting the amended version on its sites.

**QUESTION: How will ATCMarket notify members of updates or changes to the agreement?**  
**ANSWER:**  ATCMarket will notify members of changes by posting the amended agreement on the websites. Members are responsible for checking the agreement regularly for updates.

**QUESTION: Is it my responsibility to review the agreement regularly for changes?**  
**ANSWER:**  Yes, it is your responsibility to review the agreement periodically for any updates.

**QUESTION: What happens if I continue using the service after the terms are updated?**  
**ANSWER:**  By continuing to use the service after updates are posted, you are deemed to accept the amended terms.

**QUESTION: What happens if I do not activate my account?**  
**ANSWER:**  The ATCMarket Free Membership Agreement will not take effect unless and until you activate your account.

**QUESTION: What documents are incorporated by reference in the ATCMarket Free Membership Agreement?**  
**ANSWER:**  The documents incorporated by reference include the ATCMarket Terms of Use, ATCMarket Product Listing Policy, and the Privacy Policy.

**QUESTION: Is the ATCMarket service free, and how long will it remain free?**  
**ANSWER:**  Yes, the service is free of charge for an unspecified period, unless it is terminated according to the terms of this agreement.

**QUESTION: What core features are included with the Free Membership?**  
**ANSWER:**  The core features include:

* **Company Profile:** Allows members to display and edit business information.
* **Products:** Allows members to display and edit descriptions, specifications, and images of products.
* **Buyer Trade Lead Posting:** Allows members to post offers to buy products and services from other users.

**QUESTION: Can ATCMarket change or suspend the free features at any time?**  
**ANSWER:**  Yes, ATCMarket can modify, add, or suspend any feature at its sole discretion, including for maintenance purposes. Members will be notified of such changes.

**QUESTION: Can ATCMarket terminate or suspend the free member benefits?**  
**ANSWER:**  Yes, ATCMarket can suspend or terminate any or all of the Free Member Benefits at any time without liability for any losses or damages caused by such actions.

**QUESTION: Will ATCMarket ever charge for any services or features?**  
**ANSWER:**  Yes, ATCMarket reserves the right to charge for the service or any feature at its discretion in the future.

**QUESTION: Will all features be available worldwide?**  
**ANSWER:**  No, the availability of certain features may vary depending on the country or region. There is no guarantee that the same features or services will be available to all users.

**QUESTION: What happens if I want to use transactional features?**  
**ANSWER:**  The availability of transactional features may depend on the verification of your identity and/or bank account by ATCMarket or its approved third parties.

**QUESTION: How do I access the ATCMarket service?**  
**ANSWER:**  You will be provided with a unique Member ID and Password upon registration. These are used to access your account and the service.

**QUESTION: Who is responsible for the security of my Member ID and Password?**  
**ANSWER:**  You are solely responsible for maintaining the confidentiality of your Member ID and Password. You are also responsible for all activities that occur under your account.

**QUESTION: Can I share my Member ID or allow others to use my account?**  
**ANSWER:**  No, you should not share your Member ID or allow others to use your account, even within your own business entity. Sharing your account could cause irreparable harm to ATCMarket.

**QUESTION: What should I do if I believe my account, ID, or password has been used without my permission?**  
**ANSWER:**  You must notify ATCMarket immediately if you suspect unauthorized use of your account or breach of security.

**QUESTION: What happens if I share my Member ID or allow multiple users to access my account?**  
**ANSWER:**  If you allow multiple users or share your account, you will indemnify ATCMarket against any losses or damages, including loss of profits, resulting from such actions.

**QUESTION: Can ATCMarket modify or suspend the service?**  
**ANSWER:**  Yes, ATCMarket reserves the right to change, modify, limit, or suspend any part of the service at any time, either temporarily or permanently, without prior notice.

**QUESTION: What happens if the service is unavailable or partially unavailable?**  
**ANSWER:**  ATCMarket is not liable for any loss or damages arising from the inability to use the service, whether due to disruption, termination, or any other reason.

**QUESTION: Can I use my Member ID and Alipay Username on other Alibaba platforms?**  
**ANSWER:**  Yes, if you're registering from mainland China and your registration is successful, you will receive an Alipay Username that can be used on various Alibaba sites such as www.alipay.com, www.taobao.com, etc.

**QUESTION: Are there any restrictions on the use of the Alipay Username?**  
**ANSWER:**  Yes, ATCMarket reserves the right to suspend, restrict, or deny access to your Alipay Username and services if you engage in fraudulent or unlawful activities or cause liability for ATCMarket or the Alibaba sites.

**QUESTION: If I submit information to the ATCMarket Sites, will it be published?**  
**ANSWER:**  Yes, if you submit information such as your company profile, products, or trade leads through the site’s publishing tools, you are giving consent for that information to be published on the site.

**QUESTION: Will I be notified about changes to the service?**  
**ANSWER:**  ATCMarket will notify you about any changes to the service, especially those that affect your usage. However, it is your responsibility to regularly review the service terms.

**QUESTION: Does ATCMarket guarantee uninterrupted service?**  
**ANSWER:**  No, ATCMarket does not guarantee uninterrupted service and is not liable for any disruptions or changes that affect your ability to use the service.

**QUESTION: Will features or functionalities vary across different regions?**  
**ANSWER:**  Yes, the availability of certain features or functionalities may differ depending on the region or country where you are accessing the service.

**QUESTION: How does ATCMarket handle the introduction of new features or services?**  
**ANSWER:**  ATCMarket has the right to introduce new features or functionalities, but it is not obligated to do so. Any new features will be governed by this agreement unless stated otherwise.

**QUESTION: What are my responsibilities as a member of ATCMarket?**  
**ANSWER:**  As a member, you are required to provide true, accurate, complete, and current information about yourself and your business. You must also update your information promptly to ensure it remains accurate and timely. Additionally, you grant ATCMarket a perpetual, royalty-free license to use and display the information you provide in accordance with the terms of the agreement.

**QUESTION: Can I provide false or misleading information when using the service?**  
**ANSWER:**  No, you cannot provide fraudulent, misleading, or false information. Doing so would violate the terms of the agreement and may result in suspension or termination of your account.

**QUESTION: Am I allowed to sell counterfeit or illegal items on ATCMarket?**  
**ANSWER:**  No, you are prohibited from selling counterfeit, stolen, or unlawful items, or making fraudulent offers. Selling items that violate applicable laws or promoting illegal activities is strictly prohibited.

**QUESTION: Can I impersonate someone else or misrepresent my affiliation with other individuals or entities?**  
**ANSWER:**  No, you cannot impersonate others or misrepresent yourself or your relationship with other individuals or entities. Such actions would violate the terms of the agreement.

**QUESTION: Is there any content that I should avoid posting?**  
**ANSWER:**  Yes, you must not post content that is defamatory, obscene, sexually explicit, discriminatory, harassing, or otherwise harmful. You are also prohibited from posting unauthorized advertising or content that violates laws or regulations.

**QUESTION: Am I allowed to post discriminatory content on ATCMarket?**  
**ANSWER:**  No, promoting discrimination based on race, sex, religion, nationality, disability, sexual orientation, or age is prohibited.

**QUESTION: Can I use ATCMarket’s proprietary directories and listings for my own benefit?**  
**ANSWER:**  No, you cannot attempt to copy, reproduce, exploit, or expropriate ATCMarket’s proprietary directories, databases, or listings without permission.

**QUESTION: What happens if I post harmful or malicious content, like viruses or malware?**  
**ANSWER:**  Posting content containing viruses or other destructive devices that could damage or interfere with systems is strictly prohibited. Doing so may result in termination of your account and legal action.

**QUESTION: Can I try to gain unauthorized access to ATCMarket's systems?**  
**ANSWER:**  No, you are prohibited from attempting to undermine the integrity of ATCMarket’s computer systems or networks. Unauthorized access will lead to account suspension or termination.

**QUESTION: What happens if I list a product that has been recalled or is banned?**  
**ANSWER:**  You are not allowed to list or sell any product that has been recalled, is subject to a health or safety hazard, or is prohibited by law. Doing so will result in the removal of the product listing and potential account suspension.

**QUESTION: Am I required to obtain permissions for any materials or information I post?**  
**ANSWER:**  Yes, you must ensure that you have obtained all necessary licenses and permissions for any material you post, including copyright, patents, trademarks, or other proprietary rights. You must also have the right to sell or distribute the products you post.

**QUESTION: What is the requirement for products sold to California residents?**  
**ANSWER:**  If you sell products to California residents, you are required to display a Proposition 65 Warning if applicable. ATCMarket may display this warning on your behalf, but you must ensure that it is correct and up-to-date.

**QUESTION: What happens if I breach my responsibilities under the agreement?**  
**ANSWER:**  If you breach any of the representations or warranties under the agreement, ATCMarket has the right to suspend or terminate your account, remove any unlawful material, and take further action as necessary. This could include legal action if necessary.

**QUESTION: What happens if I fail to deliver products as promised or engage in fraudulent transactions?**  
**ANSWER:**  If you fail to perform according to your agreement with third parties, engage in fraud, or violate the terms, ATCMarket can suspend or terminate your account and restrict future use of the services. ATCMarket may also cooperate with authorities in investigating any criminal or civil wrongdoing.

**QUESTION: Will ATCMarket actively monitor the content posted by members?**  
**ANSWER:**  ATCMarket is not obligated to actively monitor or exercise editorial control over the content posted by members. However, you are solely responsible for the content you post and can be held legally liable for any unlawful content.

**QUESTION: What if I post content that violates the law or infringes on the rights of others?**  
**ANSWER:**  If you post content that infringes on the rights of others, such as violating copyright, patents, or trademarks, you will be solely responsible for the consequences. ATCMarket is not liable for any damage caused by such content.

**QUESTION: Can I modify or remove a Proposition 65 Warning for my products?**  
**ANSWER:**  You can modify or remove the Proposition 65 Warning if it is no longer legally required or needs to be updated. However, you must notify ATCMarket of any such changes.

**QUESTION: What are the consequences if I violate the feedback system rules?**  
**ANSWER:**  Any attempt to manipulate feedback through fake positive or negative reviews, or by using multiple accounts to post reviews, will result in consequences such as suspension of your account or removal of false content.

**QUESTION: How is my personal and business information handled?**  
**ANSWER:**  ATCMarket will use your personal and business information in accordance with applicable privacy and data protection laws. You must ensure that you have the necessary consents from your business referees before posting their information.

**QUESTION: What happens if I don’t comply with the terms or engage in unlawful activities?**  
**ANSWER:**  ATCMarket has the right to suspend or terminate your account, remove any unlawful content, and take necessary legal actions. You are also required to indemnify ATCMarket for any claims or damages resulting from your breach of the terms.

**QUESTION: Am I required to indemnify ATCMarket if I violate the agreement?**  
**ANSWER:**  Yes, you agree to indemnify, defend, and hold harmless ATCMarket and its affiliates against any claims, losses, damages, or liabilities (including legal fees) arising from your breach of the terms of this agreement.

**QUESTION: What role does ATCMarket play in transactions between buyers and sellers?**  
**ANSWER:**  ATCMarket provides a platform for exchanging information and conducting online transactions between buyers and sellers. However, ATCMarket does not act as the representative for either party and is not responsible for the quality, safety, lawfulness, or availability of products or services listed on the site.

**QUESTION: Does ATCMarket verify the identity of users or sellers?**  
**ANSWER:**  ATCMarket uses various techniques to verify the information provided by users during registration. However, due to the challenges of online verification, ATCMarket cannot confirm the identity of all members, especially free members, and advises users to exercise caution when dealing with others on the platform.

**QUESTION: Who assumes the risks in transactions conducted on the ATCMarket platform?**  
**ANSWER:**  Each member assumes all risks involved in conducting transactions, including issues such as fraudulent schemes, misrepresentation, defective products, delivery problems, breach of contract, and product recalls. ATCMarket is not liable for any damages, liabilities, or costs arising from these transaction risks.

**QUESTION: What happens if I face a transaction-related issue or dispute?**  
**ANSWER:**  You are solely responsible for resolving any issues related to transactions, including delivery mistakes, defective products, or safety recalls. If a dispute arises, ATCMarket is not liable and may suspend or terminate your account if needed. You are also responsible for notifying ATCMarket of any product recalls or safety alerts.

**QUESTION: What are my responsibilities regarding product recalls or safety alerts?**  
**ANSWER:**  If a product you sell is recalled or faces safety issues, you must promptly remove the listing from the platform and cooperate with ATCMarket to handle returns or destroy recalled products. You are responsible for all costs related to recalls, including returns, repairs, or refunds.

**QUESTION: Can ATCMarket suspend my account for failing to provide required information?**  
**ANSWER:**  Yes, if you fail to provide the necessary information for transactions, ATCMarket can suspend or terminate your account without being liable for any resulting losses or damages.

**QUESTION: What should I do if I have a dispute with another party involved in a transaction?**  
**ANSWER:**  If you have a dispute with another party, you agree to release and indemnify ATCMarket from any claims, damages, or costs arising from the dispute or transaction.

**QUESTION: Will ATCMarket retain any of my personal or transaction-related information after I leave the platform?**  
**ANSWER:**  Yes, ATCMarket has the right to retain your identity, product/service information, payment records, logistics details, and after-sales service records even after you exit the platform.

**Question: Can I hold ATCMarket liable if the service or site doesn’t meet my expectations or has issues?**

**ANSWER:**  No, ATCMarket disclaims all warranties, express or implied, including but not limited to warranties of accuracy, reliability, or fitness for a particular purpose. The service is provided "as is" and "as available." If you are in a jurisdiction that doesn't allow such disclaimers, those parts may not apply to you.

**Question: What happens if there’s a delay or failure in the service, and it causes issues for my business?**

**ANSWER:**  ATCMarket is not responsible for delays, failures, or disruptions caused by factors beyond its control, such as internet outages, power failures, strikes, or natural disasters. These types of external events are considered "Acts of God" and are beyond ATCMarket’s responsibility.

**Question: Am I at risk of losing my data if I download something from the site?**

**ANSWER:**  Yes, downloading material from the site is done at your own risk. ATCMarket is not responsible for any damage to your computer or loss of data caused by downloading content. It’s important to ensure that your systems are protected with adequate security measures.

**Question: If I purchase a product from a third party on ATCMarket and it’s defective, can I hold ATCMarket responsible?**

**ANSWER:**  No, ATCMarket is not responsible for products or services provided by third parties. If a product is defective or has been recalled, the responsibility lies with the seller or third-party provider, not ATCMarket.

**Question: How can I file a claim if I feel that ATCMarket has caused me harm or losses?**

**ANSWER:**  The total liability of ATCMarket for any claims arising from your use of the site or service is limited to HK$100 per calendar year. Additionally, any claims must be filed within one year from when the cause of action occurred, or within the period prescribed by applicable law.

**Question: What if my private information is accessed without authorization?**

**ANSWER:**  ATCMarket disclaims liability for unauthorized access to your data or private information by third parties. However, ATCMarket does have privacy policies in place that describe how your personal information is handled and protected. You can review these policies for more information.

**Question: Can I be compensated for loss of profit or business interruption due to using the site?**

**ANSWER:**  No, ATCMarket will not be liable for any loss of profits, business interruption, or other consequential, incidental, or punitive damages resulting from using the service. This includes damages related to product defects, third-party conduct, or issues caused by the site’s functionality.

**Question: If there’s a product recall, am I entitled to compensation from ATCMarket?**

**ANSWER:**  ATCMarket is not liable for product recalls or defects. If you are impacted by a recall, your recourse is through the seller or the third-party provider who listed the product. ATCMarket does not assume responsibility for product safety or defects.

**Question: What if I suffer a financial loss due to an issue with a transaction on ATCMarket?**

**ANSWER:**  ATCMarket’s liability for any loss or damages from a transaction is limited to HK$100 per calendar year, regardless of the nature of the loss. This limitation applies to both direct and indirect damages.

**Question: What steps should I take to ensure my transactions and data are secure when using ATCMarket?**

**ANSWER:**  While ATCMarket provides a platform for transactions, it is your responsibility to protect your data and ensure secure transactions. Use secure payment methods, protect your login credentials, and ensure your devices have adequate security measures to avoid data breaches or fraud.

**1Question: If ATCMarket does something wrong, can I still hold them fully responsible?**

**ANSWER:**  ATCMarket's liability is limited to HK$100 per year, and they are not responsible for special, indirect, or consequential damages. You would need to prove actual damages in accordance with the terms of the agreement.

**1Question: What should I do if I am affected by an epidemic or pandemic that disrupts services?**

**ANSWER:**  If there is a national or regional emergency like an epidemic or pandemic that disrupts services, ATCMarket cannot be held liable for any failure or delay due to such factors, as they are considered beyond their reasonable control.

**1Question: Can I get a refund or compensation if the site isn’t functioning as expected?**

**ANSWER:**  ATCMarket does not guarantee the functionality of the site and disclaims liability for any failure of the site to meet your expectations. There are no provisions for compensation or refunds if the service is unavailable or experiences issues.

**1Question: How does ATCMarket handle privacy concerns regarding my personal information?**

**ANSWER:**  ATCMarket is committed to protecting your personal information in line with the applicable privacy policies. For specific concerns regarding your privacy, you can review the relevant privacy policy on the platform and how your data is used and protected under data protection laws.

**Question: Who owns the intellectual property rights for ATCMarket’s services?**

**ANSWER:**  ATCMarket is the sole owner or lawful licensee of all the intellectual property rights related to the service. This includes trade secrets and intellectual property protected by worldwide copyright and other laws. All ownership and rights related to the service remain with ATCMarket, its affiliates, or licensors.

**Question: Can I use the ATCMarket logo or trademarks for my own purposes?**

**ANSWER:**  No, you cannot use, copy, modify, or publish the ATCMarket logo, trademarks, or service marks without explicit permission. These marks are the property of ATCMarket or its affiliates and are protected by trademark and other proprietary laws.

**Question: Can I modify or adapt the content provided on ATCMarket for my personal use?**

**ANSWER:**  No, you cannot modify, adapt, or use the intellectual property content provided on ATCMarket unless you have received specific permission from ATCMarket or are authorized under the terms of the agreement. All rights not explicitly granted are reserved by ATCMarket.

**Question: What happens if I infringe on ATCMarket’s intellectual property rights?**

**ANSWER:**  If you infringe on ATCMarket’s intellectual property rights, you could face legal action, including claims for damages, injunctions, or other remedies available under intellectual property laws. ATCMarket takes the protection of its intellectual property seriously.

**Question: Are the "ALIBABA" and "ATCMARKET" trademarks protected worldwide?**

**ANSWER:**  Yes, "ALIBABA", "ATCMARKET", and related icons and logos are registered trademarks or service marks in various jurisdictions globally. They are protected under applicable copyright, trademark, and other proprietary rights laws, meaning unauthorized use is strictly prohibited.

**Question: Can I use ATCMarket's trademarks or service marks for promotional purposes?**

**ANSWER:**  No, you cannot use ATCMarket’s trademarks or service marks for promotional purposes unless you receive specific, written consent from ATCMarket. Unauthorized use of these trademarks is prohibited and may result in legal consequences.

**Question: What if I want to use ATCMarket's intellectual property in a project or advertisement?**

**ANSWER:**  If you wish to use ATCMarket’s intellectual property, including trademarks, logos, or content, you must obtain explicit permission from ATCMarket beforehand. Any unauthorized use could result in legal actions against you for infringement.

**Question: What should I do if I believe my intellectual property rights have been infringed by ATCMarket or other users on the platform?**

**ANSWER:**  If you believe your intellectual property has been infringed, you should file a complaint with ATCMarket through the appropriate channels, providing details of the alleged infringement. ATCMarket is committed to protecting intellectual property rights and will take appropriate steps to address any valid claims.

**Question: What does "all rights not otherwise claimed are reserved" mean?**

**ANSWER:**  This means that any intellectual property or rights not specifically granted to users under the agreement are still owned by ATCMarket or its licensors. ATCMarket retains exclusive rights over its service and intellectual property, and these rights are protected by law.

**Question: Can I sell or distribute ATCMarket's intellectual property (e.g., software or content)?**

**ANSWER:**  No, you cannot sell, distribute, or otherwise commercialize ATCMarket’s intellectual property unless explicitly authorized to do so. All intellectual property rights related to ATCMarket’s services remain with the company, its affiliates, or licensors.

**1Question: What do I do if I need to use ATCMarket's intellectual property in a commercial project?**

**ANSWER:**  If you need to use ATCMarket’s intellectual property for commercial purposes, you must seek and obtain written permission from ATCMarket. Unauthorized use of its intellectual property may result in legal action.

**1Question: Are there any exceptions where I can use ATCMarket's intellectual property without violating the terms?**

**ANSWER:**  The only exception would be in cases where ATCMarket explicitly grants a license or permission to use the intellectual property, either through specific terms or a separate agreement. Without such authorization, any use would likely be considered an infringement.

**1Question: How can I protect my own intellectual property when using ATCMarket’s services?**

**ANSWER:**  To protect your own intellectual property, ensure that you retain ownership rights to the content you create and upload to ATCMarket. You should also monitor the platform for unauthorized use of your intellectual property and take appropriate legal steps if needed. ATCMarket may assist you through its intellectual property protection platform for reporting infringements.

### ****Question: What does "this Agreement constitutes the entire agreement" mean?****

**ANSWER:**  This means that the Agreement and the Terms of Use form the complete understanding between you (the Member) and ATCMarket regarding the use of its services. Any previous agreements—whether written or oral—are superseded and no longer apply once this agreement is in place.

### ****Question: Does this Agreement create a partnership or employment relationship between me and ATCMarket?****

**ANSWER:**  No, this Agreement does not create a partnership, joint venture, employee-employer, or franchiser-franchisee relationship between you (the Member) and ATCMarket. Both parties are independent contractors.

### ****Question: What happens if part of this Agreement is found to be invalid or unenforceable?****

**ANSWER:**  If any provision of this Agreement is deemed invalid, illegal, or unenforceable, it will not affect the rest of the Agreement. The remaining provisions will continue to be enforceable. Additionally, the court or tribunal may modify the Agreement to align as closely as possible with the original intent of the parties.

### ****Question: What is the significance of the headings in this Agreement?****

**ANSWER:**  The headings in this Agreement are for reference purposes only and do not influence the meaning or scope of the sections they are associated with. They do not define or limit the content or extent of the provisions.

### ****Question: If ATCMarket doesn't act on a breach immediately, does it waive its rights?****

**ANSWER:**  No, ATCMarket's failure to act upon a breach or failure to enforce its rights immediately does not waive its ability to act in the future. ATCMarket can still enforce its rights for the current or any future breaches.

### ****Question: Can I transfer or assign my rights under this Agreement to someone else?****

**ANSWER:**  No, you cannot assign or transfer this Agreement to any other party, in whole or in part. However, ATCMarket has the right to assign its rights and obligations under the Agreement to any person or entity, including its affiliates.

### ****Question: Which laws govern this Agreement, and where can disputes be resolved?****

**ANSWER:**  The governing law depends on which entity you're contracting with:

* If you contract with **Hangzhou Alibaba Advertising Co., Ltd.**, this Agreement is governed by the laws of the People's Republic of China (PRC), and disputes are subject to the exclusive jurisdiction of the Hangzhou Court of the Internet.
* If you contract with **Alibaba.com Singapore**, **ATCMarket eCommerce One Pte. Ltd.**, **ATCMarket International (United States)**, or **ATCMarket CIS Holding Pte. Ltd.**, the Agreement is governed by the laws of the Hong Kong Special Administrative Region (HKSAR), and any disputes will first be subject to amicable consultation, followed by arbitration under the Hong Kong International Arbitration Centre (HKIAC).

### ****Question: What happens if there is a dispute?****

**ANSWER:**  If a dispute arises, the parties should first attempt to resolve it through amicable consultation within seven days after one party delivers a written request. If the dispute cannot be resolved within 30 days, it will be referred to and resolved by arbitration administered by the Hong Kong International Arbitration Centre (HKIAC) under their arbitration rules. The arbitration will be conducted in English and in Hong Kong, and the decision will be final and binding.

### ****Question: If there is a conflict between the English version and a translated version of the Agreement, which one prevails?****

**ANSWER:**  The English version of this Agreement will prevail in the event of any conflict with a translated version.

### ****Question: Can I request a change to this Agreement once it is signed?****

**ANSWER:**  Any modifications or changes to the Agreement must be agreed upon by both parties in writing. ATCMarket and the Member are bound by the terms once the Agreement is signed, unless both parties mutually agree to changes.

### ****1Question: What does it mean that ATCMarket is allowed to assign this Agreement to any entity?****

**ANSWER:**  This means that ATCMarket has the right to transfer its rights and obligations under this Agreement to other companies, including affiliates or other entities it may choose. You, as a Member, cannot do the same.

### ****1Question: What if I disagree with a change in the Agreement?****

**ANSWER:**  If you disagree with any changes made to the Agreement, you may be required to discontinue using the Service. Typically, any substantial changes to the Agreement would be communicated to Members, and continuing to use the service after such changes constitutes acceptance of the revised terms.

### ****1Question: If the Agreement is governed by the laws of the PRC or HKSAR, does this mean I have to go to court in those jurisdictions?****

**ANSWER:**  If a dispute arises, you will likely need to resolve it in the specified jurisdiction—either in Hangzhou for the PRC or Hong Kong for the HKSAR, depending on your contract. Arbitration may also be required, as outlined in the dispute resolution clause.

### ****Question: What does it mean to accept the Terms of Use for ATCMarket?****

**ANSWER:**  By accessing or using the ATCMarket Sites and Services, you are agreeing to comply with and be bound by the Terms of Use, Privacy Policy, and any other relevant policies. If you do not accept all the terms, you should not use the Sites or Services.

### ****Question: Who is bound by these Terms?****

**ANSWER:**  These Terms apply to anyone who uses or accesses the ATCMarket Sites and Services, including visitors, registered users, and those who use the platform to purchase or sell products.

### ****Question: What if I am not of legal age to form a binding contract?****

**ANSWER:**  If you are under the legal age required to form a binding contract (which may vary by jurisdiction), you are not permitted to access or use the Services or Sites. You must be of legal age to agree to these Terms and use the platform.

### ****Question: Can ATCMarket change these Terms?****

**ANSWER:**  Yes, ATCMarket can amend the Terms at any time. Any changes will be posted on the Sites, and by continuing to use the Services or Sites after the changes, you accept the updated Terms.

### ****Question: What should I do if I don’t agree with the amended Terms?****

**ANSWER:**  If you do not agree with the amended Terms, you should stop using the Services or Sites. Your continued use after the amendments will be considered acceptance of the new Terms.

### ****Question: What if I can’t understand the English version of the Terms?****

**ANSWER:**  If ATCMarket provides a translation of the English version of the Terms, it is for convenience only. The English version will always take precedence in the event of any conflict or misunderstanding between the translations and the original text.

### ****Question: What is an "Additional Agreement"?****

**ANSWER:**  An Additional Agreement is a separate agreement you may be required to enter into for specific Services or features. If there is a conflict between the Additional Agreement and the main Terms, the Additional Agreement will prevail only for the specific Service or feature it relates to.

### ****Question: Can the Terms be modified by anyone other than ATCMarket?****

**ANSWER:**  No, the Terms cannot be modified unless it is done in writing by an authorized officer of ATCMarket. No verbal agreements or informal changes are permitted.

### ****Question: Why is it important to read and accept these Terms?****

**ANSWER:**  It is important because these Terms outline your rights, responsibilities, and the rules governing your use of the ATCMarket platform. By accepting them, you agree to follow the rules and conditions that apply to using the Sites and Services.

### ****Question: What should I do if I don't accept the Terms?****

**ANSWER:**  If you do not accept the Terms, you should not access or use the Sites or Services. You will not be able to use any features, services, or products offered by ATCMarket unless you agree to the Terms.

### ****1Question: Do I have to sign anything physically to agree to these Terms?****

**ANSWER:**  No, by simply accessing or using the Sites and Services, you are agreeing to the Terms. The agreement is considered valid once you use the platform, which is seen as your acceptance.

### ****Question: Who is my contracting party when using ATCMaket?****

**ANSWER:**  If you are a user from the United Arab Emirates or any other country, you are contracting with ATCMaket Portal, incorporated in the UAE (Company Reg. No. 1452849). If you are from any other relevant jurisdiction, you are still contracting with ATCMaket Portal, unless stated otherwise.

### ****Question: Can ATCMaket limit access to certain services?****

**ANSWER:**  Yes, ATCMaket reserves the right to restrict access to certain services, or features within services, to paying users or based on other conditions it may impose at its discretion, without prior notice.

### ****Question: Do services vary by region or country?****

**ANSWER:**  Yes, services or features may vary depending on the region or country. ATCMaket may limit, deny, or create different levels of access to and use of services for different users, depending on their geographical location.

### ****Question: Can ATCMaket change, suspend, or stop a service?****

**ANSWER:**  Yes, ATCMaket may launch, change, upgrade, impose conditions, suspend, or stop any service or features without prior notice. However, for fee-based services, ATCMaket will ensure that such changes will not substantially affect the ability of paying users to access the service, except in specific jurisdictions (ATCMaketRelevant Jurisdictions).

### ****Question: Are some services provided by ATCMaket’s affiliates?****

**ANSWER:**  Yes, some services may be provided by ATCMaket's affiliates on behalf of ATCMaket. The affiliates may handle certain aspects of the services you access through the platform.

### ****Question: What are promotion services and what do they include?****

**ANSWER:**  Promotion services provided by ATCMaket can include services like Top Ranking and Sponsored Listings, or services that promote or support the user’s business, brand, product, or content. These may be offered directly on ATCMaket's platforms (ATCMaketChannels) or through third-party channels, applications, and platforms (Third Party Channels).

### ****Question: Can I request ATCMaket to provide promotion services for my business?****

**ANSWER:**  While you can express interest in promotion services, ATCMaket has the sole discretion to determine whether or not such services will be made available to you. The decision to offer promotion services will depend on ATCMaket's policies and availability.

### ****Question: What happens if there is a significant change to a service that I’m paying for?****

**ANSWER:**  If there are changes to a fee-based service, ATCMaket will ensure that such changes do not substantially affect your ability to use the service. However, ATCMaket reserves the right to change or suspend services with or without prior notice, except in specific circumstances related to users in ATCMaketRelevant Jurisdictions.

### ****Question: Can ATCMaket provide services differently in different countries?****

**ANSWER:**  Yes, services and features may be offered differently or may be unavailable in certain countries or regions. ATCMaket has the discretion to limit access to some services depending on the location of the user.

### ****Question: Will I be notified about changes to services or features?****

**ANSWER:**  ATCMaket may not notify you in advance about changes, suspensions, or modifications to services or features. However, if the service is fee-based, ATCMaket will ensure that changes will not have a substantial negative effect on your ability to enjoy the service.

### ****1Question: What is the scope of promotion services offered by ATCMaket?****

**ANSWER:**  Promotion services can benefit or support your business, brand, product, store, logo, trademark, or user content. These services may include advertisements, sponsored listings, or other promotional features available on ATCMaket’s platforms or third-party channels that ATCMaket controls or partners with.

### ****Question: What laws must I comply with when using the ATCMaket Sites or Services?****

**ANSWER:**  As a user, you must comply with all applicable laws and regulations when accessing or using the Sites or Services.

### ****Question: Can I copy, download, or redistribute Site Content from ATCMaket?****

**ANSWER:**  No, you are prohibited from copying, reproducing, downloading, re-publishing, selling, distributing, or reselling any Site Content (such as text, images, graphics, video clips, sound, databases, etc.) without explicit permission from ATCMaket.

### ****Question: Is it allowed to use Site Content to run a business that competes with ATCMaket?****

**ANSWER:**  No, you are not allowed to use the Site Content for operating a business that competes with ATCMaket or for commercial exploitation in any manner.

### ****Question: Can I create my own database or directory from ATCMaket's Site Content?****

**ANSWER:**  No, you cannot systematically retrieve Site Content from the Sites to create or compile a database, directory, or collection, whether manually or using automated methods like robots or spiders, unless you have written permission from ATCMaket.

### ****Question: Can I access third-party websites through ATCMaket?****

**ANSWER:**  Yes, ATCMaket may allow you to access third-party content, products, or services via hyperlinks, APIs, or other methods. However, you should review the terms and privacy policies of those third-party websites. ATCMaket is not responsible for these third-party websites or the content, products, or services they offer.

### ****Question: Can I interfere with ATCMaket's computer systems or networks?****

**ANSWER:**  No, you agree not to undermine the integrity of ATCMaket's systems or networks, nor attempt to gain unauthorized access to them.

### ****Question: Is it allowed to manipulate ATCMaket's feedback system?****

**ANSWER:**  No, you are prohibited from undermining the integrity of ATCMaket's feedback system, such as by leaving positive feedback for yourself using multiple Member IDs or leaving unsubstantiated negative feedback for other users.

### ****Question: What is "User Content," and how is it used by ATCMaket?****

**ANSWER:**  User Content refers to any information, logos, trademarks, descriptions, or other material you post or display on the Sites. By submitting User Content to ATCMaket, you grant ATCMaket an irrevocable, worldwide, royalty-free license to use, modify, distribute, and display that content in any form, media, or technology now known or developed in the future, including on third-party platforms.

### ****Question: What rights do I retain over my User Content on ATCMaket?****

**ANSWER:**  You retain ownership of your User Content. However, by submitting it to ATCMaket, you grant them the rights to use the content as described above, including the right to create derivative works and use your content for any purpose beneficial to ATCMaket, its services, and promotional efforts.

### ****Question: Can ATCMaket use my User Content without any additional approval?****

**ANSWER:**  Yes, by submitting User Content, you grant ATCMaket the right to use it as described, including modifying and distributing the content without needing additional approval from you.

### ****1Question: Do I need to worry about third-party rights when posting User Content?****

**ANSWER:**  Yes, you must ensure that you have all the necessary rights to post or submit your User Content and that it does not infringe on any third-party intellectual property rights.

### ****1Question: How does ATCMaket handle my intellectual property rights for User Content?****

**ANSWER:**  You waive your right to enforce your intellectual property rights over your User Content against ATCMaket and its affiliates, assignees, or sub-licensees, specifically in connection with the use of your content as part of their services.

### ****Question: Do I need to register to use the services on ATCMaket?****

**ANSWER:**  Yes, you must be a registered member to access and use certain services on the ATCMaket Sites. A registered user is also referred to as a "Member."

### ****Question: Can I have multiple accounts on ATCMaket?****

**ANSWER:**  No, unless ATCMaket gives specific approval, you are only allowed to have one member account. If ATCMaket suspects you are controlling multiple accounts, your account may be terminated or canceled.

### ****Question: How do I get access to my member account after registration?****

**ANSWER:**  Upon registration, ATCMaket will assign you a Member ID and a password. You can choose your own password during the registration process. An email account may also be provided for sending or receiving emails with limited storage space.

### ****Question: Who is responsible for the security of my Member account?****

**ANSWER:**  You are solely responsible for maintaining the confidentiality and security of your Member ID and password. You are also responsible for all activities that occur under your account, whether authorized or unauthorized.

### ****Question: Can I share my account details with someone else?****

**ANSWER:**  No, you are not allowed to share, assign, or allow others to use your Member ID or password, even within your business entity. You must keep your account secure and confidential.

### ****Question: What should I do if I notice unauthorized use of my account?****

**ANSWER:**  You must notify ATCMaket immediately if you become aware of any unauthorized use of your Member account or password or any other breach of security.

### ****Question: Will ATCMaket consider my actions on the Sites as authorized?****

**ANSWER:**  Yes, ATCMaket will consider any actions on the Sites, such as posting information, accepting agreements, making payments, or sending emails, as authorized by you, the Member, under your account.

### ****Question: What happens if I allow others to use my account?****

**ANSWER:**  Sharing your account with others or allowing multiple users outside your business entity to access it may cause irreparable harm to ATCMaket and other users. You may be liable for any damages resulting from multiple use and may have to indemnify ATCMaket for any losses.

### ****Question: What are the consequences if I fail to maintain the security of my account?****

**ANSWER:**  If you fail to secure your account or allow unauthorized use, ATCMaket may suspend or terminate your account without liability to you. ATCMaket is not responsible for any losses or damages arising from a breach of your account security.

**Question: What are the main responsibilities of a Member when using ATCMaket?**

**ANSWER:**  As a Member, you must ensure that your access to and use of the Sites and Services is for business purposes only, and that all the information you provide is true, accurate, and up to date. You are also responsible for complying with applicable laws and regulations.

**Question: What happens if I provide false or incomplete information during registration?**

**ANSWER:**  You must ensure that all information you provide during registration and afterward is true, accurate, current, and complete. If you provide false or incomplete information, it could affect your access to Services or result in termination of your account.

**Question: Can ATCMaket share my personal information with others?**

**ANSWER:**  By becoming a Member, you consent to ATCMaket storing your contact information in its database. ATCMaket and its affiliates may share this information with other users or use it in accordance with their Privacy Policy.

**Question: What should I do if I submit User Content?**

**ANSWER:**  You must ensure that any User Content you submit does not infringe third-party rights, such as copyrights or trademarks. Additionally, you must have the necessary licenses and permissions to use and share any User Content.

**Question: What types of content are prohibited from being posted on ATCMaket?**

**ANSWER:**  User Content must be lawful, truthful, and not deceptive. It cannot be defamatory, discriminatory, offensive, or harmful. You must also ensure it does not violate ATCMaket’s policies or any laws or regulations.

**Question: Am I allowed to use ATCMaket for activities similar to its e-commerce business?**

**ANSWER:**  No, you cannot use the Sites, Services, or your account for activities that are identical or similar to ATCMaket’s e-commerce marketplace business.

**Question: Can I impersonate others on ATCMaket?**

**ANSWER:**  No, you are prohibited from impersonating any person or entity or misrepresenting your affiliation with any individual or organization.

**Question: What activities are considered unlawful on ATCMaket?**

**ANSWER:**  Engaging in activities such as fraud, selling stolen items, spamming, phishing, or using computer viruses or destructive codes is strictly prohibited. You must also avoid engaging in any activities that could harm ATCMaket or other users.

**Question: What are the consequences if I fail to follow ATCMaket's rules?**

**ANSWER:**  If you fail to comply with the Terms or engage in unlawful activities, ATCMaket may suspend or terminate your account, withhold services, or take other actions it deems necessary to protect its platform and users.

**Question: What are the legal responsibilities regarding my products and services?**

**ANSWER:**  You must ensure that the products and services you offer comply with all applicable laws and regulations, including those related to product safety, intellectual property, consumer protection, and export control. Failure to comply could result in the removal of your products or the suspension of your account.

**1Question: What should I do if I am involved in selling products requiring a Proposition 65 warning?**

**ANSWER:**  If you're selling products that require a Proposition 65 warning (under California Health & Safety Code), you must display the warning on your product page and authorize ATCMaket to display it on your behalf.

**1Question: What if my business is subject to trade restrictions or sanctions?**

**ANSWER:**  If your business is subject to trade restrictions or sanctions, you are prohibited from using ATCMaket’s Services. You must ensure that your business complies with relevant laws and regulations regarding international trade restrictions.

**1Question: How should I respond if I receive a complaint or breach notice from ATCMaket?**

**ANSWER:**  You must cooperate fully with ATCMaket, providing all necessary information and assistance to resolve the complaint or breach. Failure to cooperate may result in the suspension or termination of your Services.

**Question: What actions can ATCMaket take if a Member violates the Terms?**

**ANSWER:**  ATCMaket can take various disciplinary actions, including suspending or terminating the Member's account, restricting access to services, removing product listings, or taking other corrective measures deemed appropriate.

**Question: In what situations would a Member be considered to be in breach of the Terms?**

**ANSWER:**  A Member may be considered in breach of the Terms if they fail to fulfill contractual obligations with a third party, use stolen or misleading information in transactions, provide inaccurate or false information, or engage in actions that could cause financial loss or legal liability to ATCMaket or others.

**Question: Does ATCMaket have the right to remove or modify User Content?**

**ANSWER:**  Yes, ATCMaket can remove, modify, or reject any User Content if it believes the content violates laws, infringes on third-party rights, or could harm the interests of the platform or its users.

**Question: What if ATCMaket suspects that a Member is involved in fraudulent activities?**

**ANSWER:**  If ATCMaket suspects fraudulent or dishonest activities, it may suspend or terminate the Member’s access to services, and cooperate with law enforcement or regulatory authorities to investigate the matter.

**Question: Can ATCMaket disclose my personal information to authorities?**

**ANSWER:**  Yes, ATCMaket can disclose a Member’s identity, contact information, or account details if requested by government authorities, law enforcement, or through a subpoena. ATCMaket is not liable for any damages resulting from such disclosure.

**Question: What should I do if I breach the Terms?**

**ANSWER:**  If you breach the Terms, ATCMaket may take actions such as suspending your account, removing content, or restricting your use of services. You may also be required to indemnify ATCMaket for any damages, legal fees, or liabilities arising from the breach.

**Question: What happens if I don’t cooperate during an investigation into a breach?**

**ANSWER:**  If you fail to cooperate during an investigation into a breach of the Terms, ATCMaket may suspend or terminate your account and access to services without liability.

**Question: Am I responsible for content posted by other Members?**

**ANSWER:**  No, ATCMaket is not responsible for User Content posted by Members. Any issues related to fraudulent, misleading, or unlawful content are the responsibility of the Member who posted it.

**Question: Can ATCMaket act without notifying me if I breach the Terms?**

**ANSWER:**  Yes, ATCMaket can impose limitations or terminate your use of services without prior notice if they reasonably suspect you are in breach of the Terms or involved in fraudulent activities.

**Question: What happens if I am found responsible for breaching the Terms?**

**ANSWER:**  If you are found in breach, you may face account suspension, removal of your content, or other penalties, and you may be required to indemnify ATCMaket for any resulting damages or claims.

**Question: What services does ATCMaket provide for transactions between buyers and sellers?**

**ANSWER:**  ATCMaket provides electronic web-based platforms for exchanging information, placing, accepting, concluding, managing, and fulfilling orders for products and services. However, ATCMaket does not represent either the seller or the buyer in specific transactions.

**Question: Is ATCMaket responsible for the quality or safety of products sold on the platform?**

**ANSWER:**  No, ATCMaket is not responsible for the quality, safety, lawfulness, or availability of products or services offered for sale on the Sites, nor does it control the ability of sellers to complete sales or buyers to make purchases.

**Question: What risks do buyers and sellers face when using the Sites?**

**ANSWER:**  Buyers and sellers assume various risks, including misrepresentation of products, fraudulent schemes, defective products, delivery issues, breach of warranty, and legal claims related to third-party rights. ATCMaket is not liable for any damages or harm arising from these risks.

**Question: Does ATCMaket verify the identity of users on the platform?**

**ANSWER:**  ATCMaket uses techniques to verify certain information provided by paying users, but it does not confirm each user's identity. It encourages users to use common sense and various means to evaluate who they are dealing with.

**Question: Who is responsible for the terms and conditions of transactions conducted on the Sites?**

**ANSWER:**  Buyers and sellers are solely responsible for setting out and performing the terms and conditions of their transactions, including payment, returns, warranties, shipping, taxes, and other related aspects.

**Question: What happens if a user fails to provide required information for transactions?**

**ANSWER:**  If a user fails to provide required information or materials related to their transactions, ATCMaket has the right to suspend or terminate the user's account without liability for any losses or damages arising from such actions.

**Question: What should I do if I have a dispute with another party involved in a transaction?**

**ANSWER:**  If you have a dispute with any party in a transaction, you agree to release and indemnify ATCMaket from any claims, demands, or damages arising from the dispute or transaction.

**Question: Is ATCMaket responsible for resolving disputes between buyers and sellers?**

**ANSWER:**  No, ATCMaket is not responsible for resolving disputes between buyers and sellers. Users must handle disputes independently and release ATCMaket from any claims or damages related to such disputes.

**Question: Can ATCMaket suspend my account if I don’t provide the necessary transaction information?**

**ANSWER:**  Yes, ATCMaket can suspend or terminate your account if you fail to provide the required information for your transactions, without being liable for any resulting losses or damages.

**Question: What are "Transaction Risks"?**

**ANSWER:**  "Transaction Risks" refer to the risks involved in transactions, such as product misrepresentation, fraud, defective products, legal issues, consumer claims, and harm from using products purchased through the Sites. ATCMaket is not liable for any damages resulting from these risks.

**Question: Are the services provided by ATCMaket guaranteed?**

**ANSWER:**  No, the services are provided "as is" and "as available." ATCMaket expressly disclaims all warranties, including those related to the condition, quality, accuracy, or fitness for a particular purpose of the services.

**Question: Is ATCMaket responsible for the accuracy or reliability of information on the Sites?**

**ANSWER:**  No, ATCMaket does not make any representations or warranties regarding the validity, accuracy, or reliability of the information provided on the Sites.

**Question: What happens if I download material from the Sites?**

**ANSWER:**  If you download material from the Sites, it is done at your own risk. You are solely responsible for any damage to your computer system or loss of data resulting from the download.

**Question: Is ATCMaket responsible for third-party services or products offered on the Sites?**

**ANSWER:**  No, ATCMaket makes no warranties regarding third-party services or products available on the Sites. ATCMaket and its affiliates are not liable for any issues arising from third-party services or products.

**Question: Do I need to indemnify ATCMaket for using the Sites?**

**ANSWER:**  Yes, you agree to indemnify and hold ATCMaket, its affiliates, directors, officers, and employees harmless from any losses, claims, liabilities, or legal costs arising from your use of the Sites, submission of information, or breach of the terms.

**Question: What happens if a third party claims that my content violates their rights?**

**ANSWER:**  You agree to indemnify ATCMaket for any claims, damages, or legal costs arising from third-party claims regarding your content or products displayed on the Sites. ATCMaket is not liable for material posted by other users, including offensive or illicit content.

**Question: What types of damages is ATCMaket not liable for?**

**ANSWER:**  ATCMaket is not liable for special, direct, indirect, punitive, incidental, or consequential damages, including loss of profits, business interruption, or loss of information, arising from issues such as inability to use the Sites, third-party violations, or unauthorized access to data.

**Question: Is there a limit to the amount ATCMaket can be held liable for?**

**ANSWER:**  Yes, ATCMaket's liability is limited to the greater of (a) the amount you paid to ATCMaket in fees for the services during the calendar year, or (b) the maximum amount permitted under applicable law.

**Question: How long do I have to file a claim against ATCMaket?**

**ANSWER:**  You must file any claims within one year from the date the cause of action arose, unless a longer period is prescribed by applicable law.

**Question: Can the limitations on liability be avoided?**

**ANSWER:**  The limitations on liability apply to the maximum extent permitted by law, even if ATCMaket was advised of the possibility of such losses.

**Question: Is ATCMaket liable for service disruptions caused by natural disasters?**

**ANSWER:**  No, ATCMaket is not liable for any service disruptions caused by natural disasters, such as typhoons, earthquakes, floods, or other force majeure events.

**Question: Can ATCMaket be held responsible for system failures due to technical issues?**

**ANSWER:**  ATCMaket is not liable for system failures or technical issues, such as failures in communications terminals, telecommunications equipment, or systems failures due to force majeure events.

**Question: What is considered a force majeure event under ATCMaket's terms?**

**ANSWER:**  Force majeure events include natural disasters like earthquakes or floods, political unrest, war, strikes, terrorist attacks, governmental actions, cyber-attacks, and other unforeseen events beyond ATCMaket’s control.

**Question: What happens if ATCMaket's services are delayed due to a national or regional epidemic or pandemic?**

**ANSWER:**  ATCMaket is not liable for delays or suspension of services due to national or regional epidemics or pandemics, or any disruptions caused by government actions in response to such events.

**Question: Does ATCMaket have to compensate for disruptions caused by hacker or cyber-attacks?**

**ANSWER:**  No, ATCMaket is not required to compensate for any service disruptions caused by hacker or cyber-attacks, as these are considered beyond ATCMaket's control.

**Question: What kind of system failures are ATCMaket not responsible for?**

**ANSWER:**  ATCMaket is not responsible for system failures resulting from force majeure events, including power failures, telecom equipment failures, political unrest, or any other events beyond its control.

**Question: Will ATCMaket compensate for service disruptions due to strikes or labor shortages?**

**ANSWER:**  No, ATCMaket is not liable for service disruptions caused by strikes, labor shortages, or other similar issues.

**Question: Is ATCMaket responsible for delays caused by third-party issues?**

**ANSWER:**  ATCMaket is not responsible for delays or disruptions caused by third parties or external issues such as problems with telecommunications providers, transportation disruptions, or any external business operations.

**Question: What does ATCMaket consider beyond their control when providing services?**

**ANSWER:**  ATCMaket considers events such as natural disasters, political unrest, cyber-attacks, governmental actions, and third-party failures as beyond their reasonable control.

**Question: Does ATCMaket have a responsibility to compensate for service disruptions due to acts of God?**

**ANSWER:**  No, ATCMaket is not responsible for compensating service disruptions caused by acts of God, such as natural disasters, storms, or other similar catastrophic events.

**Question: Can I sell products on ATCMaket that I buy from other companies?**

**ANSWER:**  Yes, you can sell products on ATCMaket that you buy from other companies. However, make sure that the products do not violate any trademarks or copyrights. You cannot use logos or trademarks without permission from the original company.

**Question: Do I need permission to sell products that I didn’t make myself?**

**ANSWER:**  If the products you're selling have trademarks or are copyrighted by another company, you might need permission to use their brand or logo. Always make sure to check before you sell.

**Question: Can I use ATCMaket’s logo or name to sell my products?**

**ANSWER:**  No, you cannot use ATCMaket’s logo, name, or trademarks without permission. These are protected by law.

**Question: Can I use the logo of a brand I sell on ATCMaket?**

**ANSWER:**  If you're selling a brand's products, you should check with the brand to make sure you have the right to use their logo. Unauthorized use can lead to legal issues.

**Question: What if I create new products using content from another company?**

**ANSWER:**  If you create something new using another company's content, the rights to that new product will belong to ATCMaket, and we may use or license it as we see fit.

**Question: I want to sell branded items from another company. Do I need permission?**

**ANSWER:**  Yes, if you're selling branded items (like products with logos or trademarks), make sure you have permission or that you're following the rules for reselling those items.

**Question: Can I sell a product on ATCMaket and change its packaging or design?**

**ANSWER:**  Changing a product's packaging or design might still violate intellectual property laws if the original brand's logo or design is involved. You should get permission from the brand owner if you’re planning to make changes.

**Question: What happens if I sell something that violates a brand’s rights?**

**ANSWER:**  If you sell something that violates a brand’s intellectual property rights, you could face penalties, including having your account suspended, and you might be responsible for any legal costs.

**Question: How do I know if the products I want to sell are allowed?**

**ANSWER:**  Check if the products you want to sell are owned by a brand or company with protected trademarks or copyrights. If you're unsure, it’s always a good idea to ask the brand for permission or consult legal advice.

**Question: Can I use pictures or descriptions from a brand’s website to sell their products on ATCMaket?**

**ANSWER:**  No, you cannot use a brand’s pictures, descriptions, or other content without their permission, as these may be protected by copyright.

**Question: Who owns the rights to the content on the ATCMaket Sites?**

**ANSWER:**  ATCMaket is the sole owner or lawful licensee of all the rights and interests in the Sites and the Site Content. The intellectual property rights remain with ATCMaket, our affiliates, or licensors.

**Question: Are there any restrictions on using the ATCMaket trademarks or logos?**

**ANSWER:**  Yes, unauthorized copying, modification, use, or publication of the ATCMaket trademarks, service marks, or logos is strictly prohibited.

**Question: Can I use the trademarks or logos of third parties involved with ATCMaket?**

**ANSWER:**  No, you may not use any trademarks, service marks, or logos of independent third parties involved with ATCMaket without their prior written approval.

**Question: Who owns the intellectual property rights for derivative works created by ATCMaket?**

**ANSWER:**  All rights, title, and interest to any derivative work created by ATCMaket and/or its affiliates using User Content belong to ATCMaket. These rights can be freely assigned, licensed, or granted to third parties.

**Question: Can I modify or distribute content from ATCMaket without permission?**

**ANSWER:**  No, you cannot modify, distribute, or use content from ATCMaket without permission, as all intellectual property rights are owned by ATCMaket or its licensors.

**Question: Does ATCMaket have any rights over User Content?**

**ANSWER:**  Yes, ATCMaket may have the right to use User Content to create derivative works, and the intellectual property rights to these works belong to ATCMaket.

**Question: Are the trademarks of ATCMaket protected under law?**

**ANSWER:**  Yes, the trademarks of ATCMaket, including its logo and related icons, are protected under trademark laws in the relevant jurisdictions.

**Question: Can I use the ATCMaket name or logo for commercial purposes?**

**ANSWER:**  No, using the ATCMaket name, logo, or any related marks for commercial purposes without permission is prohibited.

**Question: What happens to the rights of User Content uploaded to ATCMaket?**

**ANSWER:**  ATCMaket retains the right to create derivative works using User Content, and ATCMaket holds the intellectual property rights to such works.

**Question: What are the implications for using third-party trademarks on ATCMaket?**

**ANSWER:**  You must obtain prior written approval from the third-party trademark holders before using their trademarks or logos on ATCMaket.

**Question: How will ATCMaket send important legal notices to me?**  
**ANSWER:**  ATCMaket will send important legal notices to you either by email, through the website, or by sending a physical letter to the last address you’ve provided.

**Question: Can ATCMaket send me legal notices electronically instead of by mail?**  
**ANSWER:**  Yes, ATCMaket can send legal notices to you electronically, like by email or through the website. This is considered the same as sending it in writing.

**Question: How do I know if ATCMaket sent me a legal notice?**  
**ANSWER:**  You’ll know if ATCMaket has sent you a legal notice if they can show proof that it was sent to your email or other contact details you’ve provided, or if they post the notice on the website where you can easily see it.

**Question: What happens if ATCMaket posts a notice on their website?**  
**ANSWER:**  If ATCMaket posts a notice on their website, it will be considered as received by you immediately.

**Question: What if I miss an important legal notice from ATCMaket?**  
**ANSWER:**  If you miss a notice, it will still count as being received, as long as ATCMaket can show that they sent it or posted it on the website.

**Question: If I have a legal question for ATCMaket, how should I send it?**  
**ANSWER:**  You should send legal notices in writing by courier, certified mail, or email to the address ATCMaket has provided.

**Question: How should I send legal notices to ATCMaket?**  
**ANSWER:**  Legal notices to ATCMaket should be sent in writing, either by personal delivery, courier, or certified mail to the specified addresses in Hong Kong or Singapore, depending on the relevant entity.

**Question: Can I send a legal notice to ATCMaket by email?**  
**ANSWER:**  Yes, legal notices can be sent by email to the specified legal department's email address, provided you have the correct contact details. For formal communication, certified mail or courier is preferred.

**Question: How will ATCMaket notify me of legal updates or notices?**  
**ANSWER:**  ATCMaket may send legal notices via email, fax, courier, or certified mail to the contact details you have provided. They may also post notices in publicly accessible areas of the Sites.

**Question: What happens if ATCMaket posts a notice on the website?**  
**ANSWER:**  If ATCMaket posts a legal notice on their website, it is considered to be received immediately by the user.

**Question: Do I need to sign for legal notices from ATCMaket?**  
**ANSWER:**  ATCMaket does not require you to sign for legal notices. Notices sent to your last known email or address are considered legally received, even if they were not personally signed for.

**Question: Can ATCMaket send legal notices to me using only electronic methods?**  
**ANSWER:**  Yes, ATCMaket can send legal notices electronically, including by email or through the website. These electronic notices satisfy legal requirements for written communication.

**Question: If I need to send a formal legal notice to ATCMaket, is there a specific format I should use?**  
**ANSWER:**  Yes, a formal legal notice should be in writing and can be sent via courier, certified mail, or email. Be sure to send it to the correct legal department address (either in Hong Kong or Singapore, as applicable).

**Question: If I receive a legal notice via email, how do I know it's from ATCMaket?**  
**ANSWER:**  Ensure that the email is from an official ATCMaket email address. It's always good practice to verify the sender’s details and ensure it aligns with the contact details provided by ATCMaket.

**Question: What happens if ATCMaket fails to deliver a legal notice to me personally?**  
**ANSWER:**  If ATCMaket is unable to deliver a legal notice personally, they can send it to your last known contact details or post it on the website. In either case, the notice is still considered received once sent.

**Question: What if I change my contact details, like my email or address?**  
**ANSWER:**  It’s your responsibility to update ATCMaket with your new contact details to ensure you receive important legal notices. If your details are outdated, ATCMaket will send notices to the last-known address, which is still valid.

QUESTION: What does the "Terms of Use" agreement cover?

ANSWER: The "Terms of Use" is the main agreement between you and ATCMaket. It covers how you can use their website and services, and it replaces any previous agreements you might have had with them about the same topic.

QUESTION: Are ATCMaket and I partners or employees of each other?

ANSWER: No, ATCMaket and you are completely independent. The Terms of Use don’t create any partnership, employer-employee relationship, or similar connection.

QUESTION: What happens if a part of the Terms of Use is found to be invalid?

ANSWER: If any part of the Terms is found to be invalid or unenforceable, that specific part will be removed. The rest of the Terms will still apply and remain valid.

QUESTION: Do the headings in the Terms of Use affect their meaning?

ANSWER: No, the headings are just for reference and don’t define or limit the meaning of the clauses.

QUESTION: Can ATCMaket transfer its rights under the Terms of Use to someone else?

ANSWER: Yes, ATCMaket can transfer its rights and obligations under the Terms to another person or company. However, you cannot transfer your rights or obligations to anyone else.

QUESTION: What happens if ATCMaket doesn’t enforce a rule in the Terms of Use?

ANSWER: If ATCMaket doesn’t enforce a rule, it doesn’t mean they’ve given up the right to enforce it later. They can still take action for similar breaches in the future.

QUESTION: Which laws apply to the Terms of Use?

ANSWER: The Terms are governed by the laws of the People’s Republic of China (PRC) if you’re contracting with Hangzhou Alibaba Advertising Co., Ltd. If you’re contracting with other ATCMaket entities, the laws of Hong Kong apply.

QUESTION: What should I do if I have a dispute with ATCMaket?

ANSWER: First, try to resolve the issue through friendly discussions. If that doesn’t work within 30 days, the dispute will go to arbitration in Hong Kong, and the decision will be final and binding.

QUESTION: How can I contact ATCMaket for feedback or questions?

ANSWER: You can reach out to their customer service support line for any feedback or questions about their services.

QUESTION: What is the scope of the Terms of Use agreement?

ANSWER: The Terms of Use constitute the entire agreement between the user and ATCMaket, superseding any prior agreements, whether written or oral, regarding the same subject matter.

QUESTION: What is the legal relationship between ATCMaket and the user?

ANSWER: ATCMaket and the user are independent contractors. The Terms do not establish any agency, partnership, joint venture, employer-employee, or franchiser-franchisee relationship.

QUESTION: How are invalid or unenforceable provisions handled in the Terms?

ANSWER: If any provision is deemed invalid or unenforceable, it will be severed from the Terms, and the remaining provisions will continue to be valid and enforceable.

QUESTION: What is the significance of headings in the Terms of Use?

ANSWER: Headings are for reference purposes only and do not define, limit, or describe the scope or extent of any clause.

QUESTION: Can ATCMaket assign its rights under the Terms of Use?

ANSWER: Yes, ATCMaket reserves the right to assign the Terms, including all rights, titles, benefits, interests, obligations, and duties, to any person or entity, including its affiliates. Users, however, cannot assign the Terms.

QUESTION: What is the implication of ATCMaket’s failure to enforce a provision?

ANSWER: ATCMaket’s failure to enforce any right or provision does not constitute a waiver of that right or provision, nor does it waive ATCMaket’s right to enforce it in the future.

QUESTION: Which governing laws apply to the Terms of Use?

ANSWER: The governing laws depend on the contracting entity:

If contracting with Hangzhou Alibaba Advertising Co., Ltd., PRC laws apply, and disputes fall under the jurisdiction of the Hangzhou Internet Court.

If contracting with other ATCMaket entities, Hong Kong laws apply, and disputes are resolved through arbitration administered by the Hong Kong International Arbitration Centre (HKIAC).

QUESTION: What is the dispute resolution process under the Terms of Use?

ANSWER: Disputes must first be resolved through amicable consultation within 30 days. If unresolved, disputes are referred to arbitration under HKIAC rules, conducted in English in Hong Kong. The arbitration award is final and binding.

QUESTION: How can users provide feedback or seek support?

ANSWER: Users can contact ATCMaket’s customer service support line for feedback, questions, or comments regarding the services provided.

QUESTION: Can I transfer my account or rights under the Terms of Use to someone else?

ANSWER: No, you cannot assign or transfer your rights or obligations under the Terms to any other person or entity.

QUESTION: What happens if ATCMaket changes its Terms of Use?

ANSWER: Any changes to the Terms will be communicated to you, and your continued use of the services will constitute acceptance of the updated Terms.

QUESTION: Are there any exceptions to the arbitration process for disputes?

ANSWER: No, unless otherwise stipulated by applicable law, arbitration is the final and binding method for resolving disputes under the Terms.

QUESTION: What language will be used in arbitration proceedings?

ANSWER: Unless the parties agree otherwise, arbitration proceedings will be conducted in English.

QUESTION: Who bears the costs of arbitration?

ANSWER: The losing party is responsible for arbitration expenses unless the arbitration award specifies otherwise.

QUESTION: What is ATCMarket’s Privacy Policy about?

ANSWER: The Privacy Policy explains how ATCMarket collects, uses, and shares your personal information when you use their platform. It also applies to mobile device usage.

QUESTION: What kind of platform is ATCMarket?

ANSWER: ATCMarket is a platform that connects businesses (sellers) with consumers (buyers) for buying and selling products. It works for both business-to-consumer (B2C) and business-to-business (B2B) transactions.

QUESTION: Who is responsible for handling my personal information?

ANSWER: It depends on your location:

Mainland ChinANSWER: Hangzhou Alibaba Advertising Co., Ltd.

United States: ATCMarket E-Commerce One Pte. Ltd. (for buyers) or ATCMarket International (United States) Corporation (for sellers).

Brazil & South KoreANSWER: Alibaba.com Singapore E-Commerce Private Limited.

All other locations: ATCMarket Portal (UAE).

QUESTION: Does the Privacy Policy apply to mobile devices?

ANSWER: Yes, the Privacy Policy applies whether you use the platform on a computer or a mobile device.

QUESTION: Are other Alibaba services covered by this Privacy Policy?

ANSWER: No, other Alibaba services have their own Privacy Policies. You should refer to the specific policy for those services.

QUESTION: What information does ATCMarket collect?

ANSWER: ATCMarket collects personal information about you, such as your name, contact details, and usage data, to operate the platform and provide services.

QUESTION: How does ATCMarket use my personal information?

ANSWER: ATCMarket uses your information to facilitate transactions, improve the platform, and communicate with you about services and updates.

QUESTION: Can I use ATCMarket if I’m not a registered member?

ANSWER: The Privacy Policy applies to all users, including visitors and representatives, but some features may require registration.

QUESTION: What is the scope of ATCMarket’s Privacy Policy?

ANSWER: The Privacy Policy governs the collection, use, and disclosure of personal information in connection with the operation of the ATCMarket platform, including mobile usage.

QUESTION: What is the nature of ATCMarket’s platform?

ANSWER: ATCMarket operates as a B2C and B2B platform, facilitating transactions between business sellers and consumer buyers.

QUESTION: Which entity is the data controller for my personal information?

ANSWER: The data controller depends on your location:

Mainland ChinANSWER: Hangzhou Alibaba Advertising Co., Ltd.

United States: ATCMarket E-Commerce One Pte. Ltd. (buyers) or ATCMarket International (United States) Corporation (sellers).

Brazil & South KoreANSWER: Alibaba.com Singapore E-Commerce Private Limited.

All other locations: ATCMarket Portal (UAE).

QUESTION: Does the Privacy Policy apply to mobile usage?

ANSWER: Yes, the Privacy Policy applies to the use of the platform via mobile devices.

QUESTION: Are other Alibaba services covered under this Privacy Policy?

ANSWER: No, other Alibaba services are governed by separate Privacy Policies. Users should refer to the specific policy applicable to those services.

QUESTION: What types of personal information does ATCMarket collect?

ANSWER: ATCMarket collects personal information such as user identification, contact details, transaction data, and usage patterns to operate the platform effectively.

QUESTION: How is personal information used by ATCMarket?

ANSWER: Personal information is used to facilitate transactions, enhance platform functionality, provide customer support, and communicate service updates.

QUESTION: Does the Privacy Policy apply to non-registered users?

ANSWER: Yes, the Privacy Policy applies to all users, including visitors and representatives, regardless of registration status.

QUESTION: What should I do if I have questions about my personal information?

ANSWER: You can contact ATCMarket’s customer support for any questions or concerns regarding your personal information.

QUESTION: Can ATCMarket share my personal information with third parties?

ANSWER: Yes, ATCMarket may share your information with third parties as necessary to operate the platform, comply with legal obligations, or facilitate transactions.

QUESTION: How does ATCMarket protect my personal information?

ANSWER: ATCMarket implements security measures to protect your personal information from unauthorized access, disclosure, or misuse.

QUESTION: What happens if I access ATCMarket from multiple locations?

ANSWER: The entity responsible for handling your personal information will depend on your primary location or the jurisdiction from which you access the platform.

QUESTION: Can I opt out of data collection?

ANSWER: Certain data collection is necessary for platform functionality, but you may have options to limit specific uses of your information. Check the Privacy Policy for details.

QUESTION: Does ATCMarket comply with international data protection laws?

ANSWER: Yes, ATCMarket adheres to applicable data protection laws in the jurisdictions where it operates, including GDPR for European users and local laws in other regions.

QUESTION: How can I update or correct my personal information?

ANSWER: You can update or correct your personal information through your account settings or by contacting ATCMarket’s customer support.

QUESTION: What happens if I don’t agree with the Privacy Policy?

ANSWER: If you do not agree with the Privacy Policy, you should not use the ATCMarket platform. Continued use implies acceptance of the policy.

QUESTION: Why does ATCMarket collect my personal information?

ANSWER: ATCMarket collects your personal information to verify your account, provide customer support, process transactions, improve the platform, and offer personalized recommendations and promotions.

QUESTION: How does ATCMarket use my information for account registration?

ANSWER: ATCMarket uses your information to verify your identity, conduct security checks, and approve your account as a Buyer or Seller.

QUESTION: What happens if I’m a blogger or influencer?

ANSWER: If you’re a blogger or influencer, ATCMarket verifies your eligibility and uses your information to promote the platform and manage your account.

QUESTION: How does ATCMarket help with customer service?

ANSWER: ATCMarket uses your information to respond to your queries, manage disputes, and provide support for claims or issues.

QUESTION: How does ATCMarket use my information for transactions?

ANSWER: Your information is used to process payments, facilitate communication between Buyers and Sellers, and support logistics and delivery services.

QUESTION: Does ATCMarket use my information for promotions?

ANSWER: Yes, ATCMarket uses your information to offer membership benefits like birthday rewards, coupons, and exclusive member prices. It may also use your profile image for sweepstakes or contests.

QUESTION: How does ATCMarket personalize my experience?

ANSWER: ATCMarket uses your browsing and purchase history to recommend products, services, and features that might interest you.

QUESTION: Does ATCMarket use my information for advertising?

ANSWER: Yes, ATCMarket uses your browsing and order history to show you ads for products and services you might like. However, it doesn’t use personally identifiable information (like your name or email) for ads.

QUESTION: How does ATCMarket improve its platform?

ANSWER: ATCMarket uses your information for research and analytics to enhance the platform’s security, content, and layout, and to improve its products and services.

QUESTION: Can ATCMarket use my information for other purposes?

ANSWER: Yes, ATCMarket may use your information for other purposes that are compatible with the ones disclosed in the Privacy Policy, as allowed by law. You can request more details about these purposes.

QUESTION: What are the primary purposes for which ATCMarket uses personal data?

ANSWER: ATCMarket uses personal data for:

Account verification and security checks.

Administering Buyer and Seller accounts.

Providing customer support and managing disputes.

Facilitating transactions, payments, and logistics.

Offering membership benefits and promotions.

Personalizing recommendations and advertising.

Conducting research and analytics to improve the platform.

QUESTION: How does ATCMarket verify Seller accounts?

ANSWER: ATCMarket conducts fraud, security, “Know Your Customer” (KYC), and anti-money laundering checks to approve Seller accounts.

QUESTION: In which countries does ATCMarket store and process users' data?

ANSWER: ATCMarket stores and processes users' data in several countries, including the United States, Russia, Germany, South Korea, China, and Singapore, depending on the user’s location. These locations are primarily used for backup, data center storage, and to ensure the smooth operation of the platform. If you have concerns about how your data is handled internationally, you can contact ATCMarket’s Data Protection Officer at DataProtection.AE@ATCMarket for more details.

QUESTION: What data is used for customer service support?

ANSWER: ATCMarket uses your correspondence, purchase history, and account information to respond to queries, manage claims, and resolve disputes.

QUESTION: How is personal data used in transactions?

ANSWER: Personal data is used to process payments, facilitate Buyer-Seller communication, assess advance withdrawal requests, and support logistics and delivery services.

QUESTION: What are the benefits of membership programs?

ANSWER: Membership benefits include birthday rewards, exclusive offers, coupons, anniversary awards, and access to member-only pricing.

QUESTION: How does ATCMarket ensure account security?

ANSWER: ATCMarket monitors account security and transaction risks by detecting and preventing fraud, money laundering, and other security incidents.

QUESTION: How does ATCMarket personalize user experiences?

ANSWER: ATCMarket analyzes browsing and purchase history to recommend products, services, and features tailored to user preferences.

QUESTION: What role does personal data play in advertising?

ANSWER: ATCMarket uses browsing records and order history to display interest-based ads. It does not use personally identifiable information (e.g., name or email) for this purpose.

QUESTION: How does ATCMarket conduct research and analytics?

ANSWER: ATCMarket uses personal data to improve platform security, content, and layout, and to enhance product offerings and services.

QUESTION: Can ATCMarket use personal data for purposes not explicitly stated?

ANSWER: Yes, ATCMarket may use personal data for other purposes compatible with those disclosed in the Privacy Policy, as permitted by applicable data protection laws. Users can request further details about these purposes.

QUESTION: Can I opt out of personalized recommendations?

ANSWER: Yes, you can adjust your account settings or preferences to limit personalized recommendations.

QUESTION: How does ATCMarket handle my data for sweepstakes or contests?

ANSWER: ATCMarket uses your profile image and account information to identify you in promotions and facilitate invitations to friends.

QUESTION: What happens if I don’t want to receive interest-based ads?

ANSWER: You can disable cookies or adjust your browser settings to limit interest-based ads, but this may affect your platform experience.

QUESTION: How does ATCMarket protect my data during transactions?

ANSWER: ATCMarket uses encryption and security measures to protect your payment and transaction data.

QUESTION: Can I request details about how my data is used?

ANSWER: Yes, you can contact ATCMarket’s customer support to request more information about how your data is used.

QUESTION: Does ATCMarket share my data with third parties for advertising?

ANSWER: ATCMarket may share anonymized data with third parties for advertising purposes, but it does not share personally identifiable information.

QUESTION: How does ATCMarket use my data for logistics and delivery?

ANSWER: ATCMarket uses your address and contact information to facilitate deliveries and updates from logistics providers.

QUESTION: What happens if I find an error in my account information?

ANSWER: You can update or correct your account information through your account settings or by contacting customer support.

QUESTION: How does ATCMarket ensure compliance with data protection laws?

ANSWER: ATCMarket adheres to applicable data protection laws and only uses personal data for purposes compatible with those disclosed in the Privacy Policy.

QUESTION: Can I withdraw consent for certain data uses?

ANSWER: Yes, you can withdraw consent for specific data uses, but this may limit your ability to use certain platform features.

QUESTION: Who does ATCMarket share my personal information with?

ANSWER: ATCMarket shares your information with:

Other Buyers and Sellers for transactions and communication.

Third-party service providers like payment processors, logistics partners, and marketing platforms.

Legal or regulatory authorities if required by law.

Potential buyers if ATCMarket is sold or merged with another company.

Any other party with your consent.

QUESTION: Why does ATCMarket share my information with Sellers?

ANSWER: Sellers need your information to process your orders, communicate with you, and provide after-sales services. They may also have their own privacy policies for handling your data.

QUESTION: Can other users see my information on the platform?

ANSWER: Yes, other users may see your profile image, nickname, and item reviews when they view products or reviews on the platform.

QUESTION: Does ATCMarket share my information with marketing companies?

ANSWER: Yes, ATCMarket shares your browsing and purchase history with marketing partners like Google, Facebook, and Instagram to show you personalized ads. However, they don’t share personally identifiable information (like your name or email) for ads.

QUESTION: How does ATCMarket use logistics partners?

ANSWER: ATCMarket shares your address and contact information with logistics partners like DHL and FedEx to deliver your orders and handle returns or exchanges.

QUESTION: Does ATCMarket share my information with government agencies?

ANSWER: Yes, ATCMarket may share your information with law enforcement or regulatory authorities if required by law or to protect your vital interests.

QUESTION: What happens if ATCMarket is sold to another company?

ANSWER: If ATCMarket is sold or merged, your information may be shared with the new owners, but they must use it only for the purposes described in this Privacy Policy.

QUESTION: Can I control who ATCMarket shares my information with?

ANSWER: You can control some sharing by adjusting your account settings or opting out of certain services. However, some sharing is necessary for the platform to function.

QUESTION: Does ATCMarket share my information with third-party websites?

ANSWER: Yes, ATCMarket may link to third-party websites or offer co-branded services. These sites have their own privacy policies, so you should review them before sharing your information.

QUESTION: What categories of recipients does ATCMarket disclose personal information to?

ANSWER: ATCMarket discloses personal information to:

Other Buyers and Sellers for transaction and communication purposes.

Third-party service providers (e.g., payment processors, logistics partners, marketing platforms).

Legal, regulatory, and government authorities as required by law.

Potential buyers in the event of a business sale or merger.

Any other party with user consent.

QUESTION: How does ATCMarket handle data sharing with Sellers?

ANSWER: Sellers receive personal information necessary to process orders, communicate with Buyers, and provide after-sales services. Sellers are responsible for their own privacy policies and data handling practices.

QUESTION: What information is visible to other platform users?

ANSWER: Other users may see your profile image, nickname, and item reviews when interacting with the platform.

QUESTION: How does ATCMarket engage with marketing and advertising partners?

ANSWER: ATCMarket shares browsing and purchase history with partners like Google and Facebook for personalized advertising. These partners may combine this data with information from other sources, governed by their own privacy policies.

QUESTION: What role do logistics partners play in data sharing?

ANSWER: Logistics partners (e.g., DHL, FedEx) receive address and contact information to facilitate deliveries, returns, and exchanges. They may also provide warehousing services for Sellers.

QUESTION: Under what circumstances does ATCMarket share data with government authorities?

ANSWER: ATCMarket shares data with law enforcement, regulatory bodies, or government agencies when required by law, to exercise legal rights, or to protect vital interests.

QUESTION: How is personal information handled during a business sale or merger?

ANSWER: In the event of a sale or merger, personal information may be shared with the acquiring entity, which must use it only for the purposes disclosed in this Privacy Policy.

QUESTION: What safeguards are in place for third-party data sharing?

ANSWER: ATCMarket ensures that third-party partners and service providers adhere to data protection standards and use personal information only for specified purposes.

QUESTION: How does ATCMarket handle co-branded or third-party websites?

ANSWER: ATCMarket may link to third-party websites or offer co-branded services. These sites operate under their own privacy policies, and users should review them before sharing personal information.

QUESTION: Can I opt out of data sharing with marketing partners?

ANSWER: Yes, you can disable cookies or adjust your browser settings to limit data sharing with marketing partners, but this may affect your platform experience.

QUESTION: How does ATCMarket ensure compliance with data protection laws during data sharing?

ANSWER: ATCMarket ensures that third-party partners comply with applicable data protection laws and use personal information only for the purposes outlined in the Privacy Policy.

QUESTION: What happens if I don’t want my information shared with Sellers?

ANSWER: Sharing information with Sellers is necessary for transactions. If you don’t want your information shared, you may not be able to complete purchases on the platform.

QUESTION: Does ATCMarket share my information with warranty service providers?

ANSWER: Yes, ATCMarket shares your information with warranty service providers to process warranty claims or after-sales services.

QUESTION: How does ATCMarket handle data sharing for international transactions?

ANSWER: ATCMarket shares your information with customs agents to facilitate international sales and purchases, including customs clearance.

QUESTION: Can I request a list of third parties my information is shared with?

ANSWER: Yes, you can contact ATCMarket’s customer support to request details about third parties with whom your information is shared.

QUESTION: What happens if I share my information on co-branded sites?

ANSWER: Co-branded sites have their own privacy policies, and ATCMarket is not responsible for how they handle your information. You should review their policies before sharing data.

QUESTION: Does ATCMarket share my information with cloud service providers?

ANSWER: Yes, ATCMarket uses cloud computing providers like Alibaba Cloud for data storage and processing.

QUESTION: How does ATCMarket handle data sharing for risk control?

ANSWER: ATCMarket shares your information with risk control service providers to assess account security and transaction risks, such as fraud prevention.

QUESTION: Can I withdraw consent for data sharing?

ANSWER: Yes, you can withdraw consent for specific data sharing, but this may limit your ability to use certain platform features.

QUESTION: How long does ATCMarket keep my personal information?

ANSWER: ATCMarket retains your personal information as long as necessary to provide services, comply with legal obligations, or resolve disputes. Once there’s no legitimate business need, they delete or anonymize your data.

QUESTION: What happens to my data after I delete my account?

ANSWER: Even after you delete your account, ATCMarket may retain some data for a period to comply with laws, handle disputes, or if required by a court order.

QUESTION: Does ATCMarket keep my data forever?

ANSWER: No, ATCMarket only keeps your data as long as necessary. If there’s no ongoing need, they delete or anonymize it. If deletion isn’t possible (e.g., in backup archives), they securely store and isolate it.

QUESTION: How does ATCMarket decide how long to keep my data?

ANSWER: The retention period depends on how you use the platform (e.g., as a member or guest) and the purpose of the data. For example, data may be kept longer to resolve disputes or comply with legal requirements.

QUESTION: Can I request ATCMarket to delete my data?

ANSWER: Yes, you can request deletion of your data. However, ATCMarket may retain some information if required by law or to resolve disputes.

QUESTION: What happens if my data is in a backup archive?

ANSWER: If your data is in a backup archive, ATCMarket will securely store and isolate it until deletion is possible.

QUESTION: Does ATCMarket keep my data if I’m just a guest on the website?

ANSWER: Yes, but the retention period for guest data may be shorter compared to registered members, depending on how the data is used.

QUESTION: What is ATCMarket’s data retention policy?

ANSWER: ATCMarket retains personal information as long as there is an ongoing legitimate business need, to provide services, or as required by applicable laws. Once the need ceases, data is deleted or anonymized.

QUESTION: How does ATCMarket handle data retention for deleted accounts?

ANSWER: After account deletion, certain data may be retained to comply with legal obligations (e.g., court orders) or resolve disputes. The retention period depends on the specific circumstances.

QUESTION: What happens to data that cannot be immediately deleted?

ANSWER: If deletion is not possible (e.g., data stored in backup archives), ATCMarket securely stores and isolates the data from further processing until deletion can occur.

QUESTION: How is the retention period determined?

ANSWER: The retention period depends on:

The user’s activity on the platform (e.g., member vs. guest).

The purpose of the data (e.g., transaction history, dispute resolution).

Legal or regulatory requirements (e.g., court orders, arbitration periods).

QUESTION: Can users request data deletion?

ANSWER: Yes, users can request data deletion. However, ATCMarket may retain data if required by law, to resolve disputes, or for other legitimate business purposes.

QUESTION: How does ATCMarket handle data retention for legal disputes?

ANSWER: Data related to disputes or arbitration is retained for the duration of the dispute resolution process and any additional period required by law.

QUESTION: What safeguards are in place for archived data?

ANSWER: Archived data is securely stored and isolated from further processing until deletion is feasible, ensuring it is not used for any other purpose.

QUESTION: Does ATCMarket differentiate retention periods for members and guests?

ANSWER: Yes, retention periods may vary based on user status (e.g., registered members vs. guests) and the nature of the data collected.

QUESTION: Can I find out how long my specific data will be retained?

ANSWER: Yes, you can contact ATCMarket’s customer support to request details about the retention period for your specific data.

QUESTION: What happens if ATCMarket receives a court order about my data?

ANSWER: If ATCMarket receives a court order, they may retain your data for a longer period than usual to comply with legal requirements.

QUESTION: Does ATCMarket retain data for inactive accounts?

ANSWER: Yes, ATCMarket may retain data for inactive accounts if there is a legitimate business need or legal obligation to do so.

QUESTION: How does ATCMarket ensure data is securely stored during retention?

ANSWER: ATCMarket uses security measures like encryption and access controls to protect retained data from unauthorized access or misuse.

QUESTION: Can I object to the retention of my data?

ANSWER: Yes, you can object to data retention, but ATCMarket may retain data if required by law or for legitimate business purposes.

QUESTION: What happens to my data if ATCMarket changes its retention policy?

ANSWER: If the retention policy changes, ATCMarket will notify users and handle existing data in accordance with the updated policy.

QUESTION: Does ATCMarket retain data for marketing purposes?

ANSWER: Marketing-related data is retained only as long as necessary for the marketing campaign or as required by law.

QUESTION: How does ATCMarket handle data retention for transaction history?

ANSWER: Transaction history is retained for a period necessary to fulfill legal, tax, or accounting requirements and to resolve disputes.

QUESTION: Can I request anonymization of my data instead of deletion?

ANSWER: Yes, you can request anonymization, which removes personally identifiable information while retaining anonymized data for analysis or other purposes.

QUESTION: What happens to my data if I stop using the platform?

ANSWER: If you stop using the platform, ATCMarket will retain your data only as long as necessary for legitimate business needs or legal obligations, after which it will be deleted or anonymized.

QUESTION: What rights do I have over my personal data?

ANSWER: Depending on your location, you may have rights such as accessing, correcting, deleting, or restricting the use of your personal data. Specific rights vary by region, so check the sections for your location (e.g., Europe, the US, Brazil, or Mexico).

QUESTION: How can I access my personal data held by ATCMarket?

ANSWER: You can request access to your personal data by contacting ATCMarket’s customer support. They will provide you with the information as required by law.

QUESTION: Can I correct or update my personal data?

ANSWER: Yes, you can request corrections or updates to your personal data if it is inaccurate or incomplete.

QUESTION: Can I ask ATCMarket to delete my personal data?

ANSWER: Yes, you can request deletion of your personal data, but ATCMarket may retain it if required by law or for legitimate business purposes.

QUESTION: What if I’m from Europe or the UK?

ANSWER: If you’re from the European Economic Area (EEA) or the UK, you have additional rights under the GDPR. Refer to Section J of the Privacy Policy for details.

QUESTION: What if I’m from the United States?

ANSWER: If you’re from the US, your rights may differ based on state laws. Refer to Section K of the Privacy Policy for more information.

QUESTION: What if I’m from Brazil?

ANSWER: If you’re from Brazil, you have specific rights under the LGPD (Brazilian General Data Protection Law). Refer to Section L for details.

QUESTION: What if I’m from Mexico?

ANSWER: If you’re from Mexico, you have rights under Mexican data protection laws. Refer to Section M for more information.

QUESTION: How do I exercise my data rights?

ANSWER: You can exercise your rights by contacting ATCMarket’s customer support or using the tools provided in your account settings.

QUESTION: Can I object to how ATCMarket uses my data?

ANSWER: Yes, you can object to certain uses of your data, such as for marketing purposes. ATCMarket will respect your request unless they have a legitimate reason to continue.

QUESTION: What are the general data rights under applicable laws?

ANSWER: Users generally have rights to access, correct, delete, restrict, or object to the processing of their personal data. These rights may vary depending on the user’s jurisdiction.

QUESTION: How does ATCMarket handle data access requests?

ANSWER: ATCMarket provides users with access to their personal data upon request, in compliance with applicable laws. Users can contact customer support to initiate the process.

QUESTION: What is the process for correcting or updating personal data?

ANSWER: Users can request corrections or updates to their personal data through their account settings or by contacting customer support. ATCMarket will verify the request and make the necessary changes.

QUESTION: Under what circumstances can users request data deletion?

ANSWER: Users can request deletion of their personal data, but ATCMarket may retain data if required by law, to resolve disputes, or for legitimate business purposes.

QUESTION: What additional rights do EEA and UK users have?

ANSWER: EEA and UK users have rights under the GDPR, including the right to data portability, the right to object to processing, and the right to withdraw consent. Refer to Section J for details.

QUESTION: How do US users’ rights differ?

ANSWER: US users’ rights depend on state laws, such as the California Consumer Privacy Act (CCPA). Refer to Section K for specific information.

QUESTION: What rights do Brazilian users have under the LGPD?

ANSWER: Brazilian users have rights such as access, correction, deletion, and data portability under the LGPD. Refer to Section L for more details.

QUESTION: What rights do Mexican users have?

ANSWER: Mexican users have rights under the Federal Law on Protection of Personal Data Held by Private Parties. Refer to Section M for specifics.

QUESTION: How does ATCMarket ensure compliance with data rights requests?

ANSWER: ATCMarket has processes in place to verify and respond to data rights requests within the timeframes required by applicable laws.

QUESTION: Can users restrict the processing of their data?

ANSWER: Yes, users can request restrictions on how their data is processed, such as for marketing or analytics purposes. ATCMarket will comply unless there is a legitimate reason to continue.

QUESTION: How long does ATCMarket take to respond to data rights requests?

ANSWER: Response times vary by jurisdiction but are typically within 30 days, as required by most data protection laws.

QUESTION: Can I request a copy of my data in a portable format?

ANSWER: Yes, in many regions (e.g., EEA, UK, Brazil), you can request a copy of your data in a machine-readable format for portability.

QUESTION: What happens if ATCMarket denies my data rights request?

ANSWER: If your request is denied, ATCMarket will provide a reason for the denial. You may have the right to appeal or file a complaint with a regulatory authority.

QUESTION: Can I withdraw my consent for data processing?

ANSWER: Yes, you can withdraw consent at any time. However, this may limit your ability to use certain platform features.

QUESTION: Does ATCMarket charge fees for data rights requests?

ANSWER: No, ATCMarket does not charge fees for data rights requests unless the request is excessive or repetitive.

QUESTION: How does ATCMarket verify my identity for data rights requests?

ANSWER: ATCMarket may ask for additional information to verify your identity before processing your request.

QUESTION: Can I object to automated decision-making or profiling?

ANSWER: Yes, in many regions, you have the right to object to automated decision-making or profiling. Refer to the relevant section for your location.

QUESTION: What if I’m not sure which section applies to me?

ANSWER: Contact ATCMarket’s customer support, and they will guide you to the appropriate section based on your location.

QUESTION: Can I request ATCMarket to stop using my data for marketing?

ANSWER: Yes, you can opt out of marketing communications at any time through your account settings or by contacting customer support.

QUESTION: What if I have a complaint about how my data is handled?

ANSWER: You can file a complaint with ATCMarket’s customer support or contact the relevant data protection authority in your region.

QUESTION: What are cookies?

ANSWER: Cookies are small pieces of data stored on your computer or mobile device when you visit a website. They help the website recognize you and remember your preferences.

QUESTION: Why does ATCMarket use cookies?

ANSWER: ATCMarket uses cookies to make the platform work properly, improve your experience, and show you relevant ads. Some cookies are essential for basic functions like logging in or adding items to your cart.

QUESTION: What are first-party cookies?

ANSWER: First-party cookies are set by ATCMarket and help the platform function, like remembering your login or items in your shopping cart.

QUESTION: What are third-party cookies?

ANSWER: Third-party cookies are set by other companies (like Facebook or Google) to provide features like ads, videos, or analytics. These cookies can track your activity across different websites.

QUESTION: What’s the difference between session and persistent cookies?

ANSWER: Session cookies are temporary and disappear when you close your browser. Persistent cookies stay on your device even after you close the browser and are used to remember your preferences over time.

QUESTION: Can I disable cookies?

ANSWER: Yes, you can disable cookies in your browser settings, but this may affect how the platform works. Some features, like logging in or adding items to your cart, may not function properly without cookies.

QUESTION: Does ATCMarket use cookies for advertising?

ANSWER: Yes, ATCMarket uses cookies to show you ads based on your interests and browsing history. These ads are provided by third-party partners like Google and Facebook.

QUESTION: How do cookies help improve my experience on ATCMarket?

ANSWER: Cookies help ATCMarket understand how you use the platform, so they can improve its design, features, and content. They also personalize your experience by remembering your preferences.

QUESTION: What are social media cookies?

ANSWER: Social media cookies allow you to share content from ATCMarket on platforms like Facebook or Twitter. They also enable embedded videos from sites like YouTube.

QUESTION: Where can I learn more about the cookies ATCMarket uses?

ANSWER: You can find more details in ATCMarket’s Cookie Notice, which provides a full list of cookies and their purposes.

QUESTION: What is the purpose of cookies on ATCMarket’s platform?

ANSWER: Cookies are used for technical functionality, security, analytics, advertising, and personalization. They enable features like user authentication, shopping cart functionality, and interest-based advertising.

QUESTION: What are essential or strictly necessary cookies?

ANSWER: Essential cookies are required for the platform to function properly. They enable basic features like remembering items in your shopping cart and recognizing you when you log in.

QUESTION: How does ATCMarket use first-party cookies?

ANSWER: First-party cookies are used for core platform functionality, such as user authentication, session management, and web analytics to improve user experience.

QUESTION: How does ATCMarket use third-party cookies?

ANSWER: Third-party cookies are used for features like advertising, social media integration, and embedded content. They are set by external providers like Google, Facebook, and YouTube.

QUESTION: What is the difference between session and persistent cookies?

ANSWER: Session cookies are temporary and deleted when the browser is closed. Persistent cookies remain on the user’s device and are used to remember preferences and settings over time.

QUESTION: How does ATCMarket ensure cookie compliance with privacy laws?

ANSWER: ATCMarket provides clear information about cookie usage in its Privacy Policy and Cookie Notice. Users can manage or disable cookies through their browser settings.

QUESTION: How are cookies used for analytics and advertising?

ANSWER: Cookies track user behavior, such as page visits and interactions, to analyze platform performance and deliver targeted ads based on user interests.

QUESTION: What role do social media cookies play on ATCMarket?

ANSWER: Social media cookies enable users to share platform content on social networks and interact with embedded content from platforms like YouTube. These cookies are governed by the respective social media platforms’ privacy policies.

QUESTION: Can users opt out of interest-based advertising cookies?

ANSWER: Yes, users can opt out of interest-based advertising by adjusting their browser settings or using tools provided by advertising networks like the Digital Advertising Alliance (DAA).

QUESTION: Where can users find detailed information about ATCMarket’s cookies?

ANSWER: Users can refer to ATCMarket’s Cookie Notice for a comprehensive list of cookies, their purposes, and how to manage them.

QUESTION: What happens if I block all cookies on ATCMarket?

ANSWER: Blocking all cookies may prevent the platform from functioning properly. Essential features like logging in, adding items to your cart, or making purchases may not work.

QUESTION: How do cookies help with platform security?

ANSWER: Cookies help authenticate users and secure their sessions, preventing unauthorized access to accounts.

QUESTION: Can I delete cookies after using ATCMarket?

ANSWER: Yes, you can delete cookies through your browser settings. However, this may reset your preferences and require you to log in again.

QUESTION: Does ATCMarket use cookies to track my activity outside the platform?

ANSWER: Third-party cookies (e.g., from advertising networks) may track your activity across different websites to show you relevant ads.

QUESTION: How long do persistent cookies stay on my device?

ANSWER: Persistent cookies remain on your device until they expire or are manually deleted. The duration depends on the cookie’s purpose and settings.

QUESTION: Can I control which cookies are used on ATCMarket?

ANSWER: Yes, you can manage cookie preferences through your browser settings or use tools provided by ATCMarket to control non-essential cookies.

QUESTION: How does ATCMarket handle cookies for embedded content?

ANSWER: Embedded content (e.g., YouTube videos) may use third-party cookies governed by the respective content provider’s privacy policy.

QUESTION: Are cookies used for email marketing campaigns?

ANSWER: Yes, cookies help track the success of email marketing campaigns by monitoring user interactions with emails and the platform.

QUESTION: What are web analytics cookies?

ANSWER: Web analytics cookies collect data on how users interact with the platform, such as page views and session duration, to help improve its design and functionality.

QUESTION: How can I learn more about third-party cookie policies?

ANSWER: You can review the privacy policies of third-party providers (e.g., Google, Facebook) to understand how they use cookies and your data.

QUESTION: Can minors use ATCMarket’s platform?

ANSWER: No, ATCMarket is intended for adults only. Users must be over 18 years old to use the platform.

QUESTION: What happens if a minor provides personal information to ATCMarket?

ANSWER: If a minor provides personal information without parental consent, their parent or guardian should contact ATCMarket at DataProtection.AE@ATCMarket to request removal of the information.

QUESTION: Does ATCMarket sell products or services to minors?

ANSWER: No, ATCMarket does not intend to sell products or services to minors as defined by applicable law.

QUESTION: How can parents or guardians ensure their child’s data is removed?

ANSWER: Parents or guardians can email DataProtection.AE@ATCMarket to request the deletion of their child’s personal information.

QUESTION: Why does ATCMarket restrict minors from using the platform?

ANSWER: The platform is designed for adults, and certain features (e.g., purchasing, contracts) require users to be of legal age.

QUESTION: What is ATCMarket’s policy regarding minors?

ANSWER: ATCMarket’s platform is intended for users over 18 years old. The company does not target or sell products/services to minors as defined by applicable law.

QUESTION: How does ATCMarket handle personal information collected from minors?

ANSWER: If ATCMarket becomes aware that personal information has been provided by a minor without parental consent, the company will remove the information upon request from a parent or guardian.

QUESTION: What steps should parents or guardians take if their child’s data is collected?

ANSWER: Parents or guardians should contact ATCMarket at DataProtection.AE@ATCMarket to request the deletion of their child’s personal information.

QUESTION: Does ATCMarket have measures to prevent minors from using the platform?

ANSWER: While ATCMarket does not actively verify user ages, the platform is designed for adults, and the company relies on users to comply with the age requirement.

QUESTION: Are there legal consequences for minors using the platform?

ANSWER: Minors are not legally permitted to enter into contracts, so any transactions or agreements made by minors may be voidable under applicable law.

QUESTION: Can a parent or guardian create an account for a minor?

ANSWER: No, ATCMarket’s platform is intended for adults only. Parents or guardians should not create accounts for minors.

QUESTION: What if a minor lies about their age to use the platform?

ANSWER: If ATCMarket discovers that a user is a minor, the account may be suspended, and any personal information will be deleted upon request from a parent or guardian.

QUESTION: How quickly does ATCMarket respond to requests to delete a minor’s data?

ANSWER: ATCMarket aims to respond to such requests promptly, typically within the timeframes required by applicable data protection laws.

QUESTION: Does ATCMarket notify parents if a minor’s data is collected?

ANSWER: ATCMarket does not proactively notify parents but relies on parents or guardians to report any unauthorized use by minors.

QUESTION: Can minors participate in promotions or contests on ATCMarket?

ANSWER: No, promotions and contests are intended for adult users only. Minors are not eligible to participate.

QUESTION: What if a minor makes a purchase on ATCMarket?

ANSWER: Purchases made by minors may be voidable, and ATCMarket will work with parents or guardians to resolve the issue, including refunds if applicable.

QUESTION: Does ATCMarket use age verification tools?

ANSWER: ATCMarket does not currently use age verification tools but relies on users to comply with the age requirement.

QUESTION: Can minors access ATCMarket’s platform with parental consent?

ANSWER: No, the platform is strictly for users over 18, regardless of parental consent.

QUESTION: What should I do if I suspect a minor is using ATCMarket?

ANSWER: You can report the issue to ATCMarket’s customer support or email DataProtection.AE@ATCMarket for further action.

QUESTION: Are there penalties for minors using ATCMarket?

ANSWER: While there are no penalties, minors are not legally permitted to use the platform, and any transactions they make may be invalid.

QUESTION: How does ATCMarket protect my personal information?

ANSWER: ATCMarket uses technical and organizational measures to prevent unauthorized access, maintain data accuracy, and ensure proper use of your information. This includes password-protected accounts and secure data handling practices.

QUESTION: What should I do to keep my account secure?

ANSWER: Keep your password confidential, avoid sharing it with anyone, and do not save your login details on shared computers. Always sign out and close your browser after using the platform.

QUESTION: What happens if there’s a data breach?

ANSWER: If ATCMarket becomes aware of a data breach, they will notify you and the relevant regulatory authorities within the timeframes required by law.

QUESTION: Can ATCMarket guarantee the security of my data?

ANSWER: While ATCMarket takes strong security measures, no internet or wireless network is 100% secure. They cannot guarantee absolute security for data transmitted online.

QUESTION: Will ATCMarket ever ask for my password?

ANSWER: No, ATCMarket’s personnel are instructed never to ask for your password. If someone asks for your password, it’s likely a scam.

QUESTION: How can I update or edit my personal information?

ANSWER: Registered users can view and edit some of their information through their account settings. Make sure to keep this information up to date.

QUESTION: What should I do if I suspect unauthorized access to my account?

ANSWER: Immediately change your password and contact ATCMarket’s customer support for assistance.

QUESTION: What technical and organizational measures does ATCMarket implement?

ANSWER: ATCMarket uses measures like encryption, secure password protection, and access controls to prevent unauthorized access, ensure data accuracy, and maintain proper data usage.

QUESTION: How does ATCMarket handle data breaches?

ANSWER: In the event of a data breach, ATCMarket will notify affected users and regulatory authorities within the timeframes and scope required by applicable data protection laws.

QUESTION: What are the responsibilities of registered users regarding account security?

ANSWER: Registered users must keep their passwords secure and confidential, avoid sharing login details, and sign out after each session, especially on shared devices.

QUESTION: Does ATCMarket guarantee data security over the internet?

ANSWER: No, ATCMarket cannot guarantee absolute security for data transmitted over the internet or wireless networks, despite implementing robust security measures.

QUESTION: How does ATCMarket ensure personnel do not misuse user passwords?

ANSWER: ATCMarket instructs its personnel never to ask users for their passwords, reducing the risk of misuse or unauthorized access.

QUESTION: What steps should users take to protect their accounts on shared devices?

ANSWER: Users should avoid saving login information on shared devices, sign out after each session, and close their browser windows to prevent unauthorized access.

QUESTION: How can users update their personal information?

ANSWER: Registered users can access and edit their personal information through their account settings, ensuring data accuracy and relevance.

QUESTION: What should I do if I forget my password?

ANSWER: Use the “Forgot Password” feature on the login page to reset your password. Follow the instructions sent to your registered email.

QUESTION: Can I use the same password for multiple accounts?

ANSWER: No, using unique passwords for each account reduces the risk of unauthorized access if one account is compromised.

QUESTION: How does ATCMarket protect against hacking attempts?

ANSWER: ATCMarket uses firewalls, encryption, and regular security audits to protect against hacking and unauthorized access.

QUESTION: What should I do if I receive a suspicious email asking for my password?

ANSWER: Do not respond to the email. Report it to ATCMarket’s customer support immediately.

QUESTION: Does ATCMarket store passwords in plain text?

ANSWER: No, ATCMarket uses encryption to store passwords securely, ensuring they cannot be read even if accessed.

QUESTION: How often should I change my password?

ANSWER: It’s a good practice to change your password every 3-6 months or immediately if you suspect it has been compromised.

QUESTION: Can I enable two-factor authentication (2FA) for my account?

ANSWER: If ATCMarket offers 2FA, enabling it adds an extra layer of security to your account. Check your account settings for this option.

QUESTION: What happens if I don’t sign out of my account on a shared computer?

ANSWER: Failing to sign out could allow others to access your account and personal information. Always sign out and close the browser.

QUESTION: How does ATCMarket ensure data accuracy?

ANSWER: ATCMarket allows users to update their information through their accounts and implements measures to verify data integrity.

QUESTION: What should I do if I notice incorrect information in my account?

ANSWER: Update the information through your account settings or contact customer support for assistance.

QUESTION: Can ATCMarket change its Privacy Policy?

ANSWER: Yes, ATCMarket may update its Privacy Policy from time to time due to changes in laws, technology, or business practices.

QUESTION: How will I know if the Privacy Policy changes?

ANSWER: ATCMarket will notify you of significant changes by posting the updated Privacy Policy on the platform. They may also use other methods, such as email, if required by law.

QUESTION: What should I do if the Privacy Policy changes?

ANSWER: Review the updated Privacy Policy to understand how your personal information will be handled. Continued use of the platform means you accept the changes.

QUESTION: Will ATCMarket notify me about every change to the Privacy Policy?

ANSWER: ATCMarket will notify you of significant changes, especially those that affect how your data is used. Minor changes may not always be communicated directly.

QUESTION: Can I continue using ATCMarket if I don’t agree with the updated Privacy Policy?

ANSWER: If you don’t agree with the updated Privacy Policy, you should stop using the platform. Continued use implies acceptance of the changes.

QUESTION: Under what circumstances does ATCMarket update its Privacy Policy?

ANSWER: ATCMarket updates its Privacy Policy in response to changes in legal requirements, technological advancements, or business operations.

QUESTION: How does ATCMarket communicate changes to the Privacy Policy?

ANSWER: Significant changes are communicated by posting the updated Privacy Policy on the platform. Additional methods, such as email notifications, may be used if required by law.

QUESTION: Are users required to consent to changes in the Privacy Policy?

ANSWER: Users are not required to provide explicit consent for changes. Continued use of the platform after changes are posted constitutes acceptance of the updated Privacy Policy.

QUESTION: How does ATCMarket determine the significance of Privacy Policy changes?

ANSWER: The significance of changes is assessed based on their impact on user data handling, legal compliance, and business practices.

QUESTION: What measures does ATCMarket take to ensure transparency in Privacy Policy updates?

ANSWER: ATCMarket ensures transparency by clearly posting updates and, where necessary, providing additional notifications to users.

QUESTION: How often does ATCMarket update its Privacy Policy?

ANSWER: Updates occur as needed, depending on changes in laws, technology, or business practices. There is no fixed schedule.

QUESTION: Can I access previous versions of the Privacy Policy?

ANSWER: ATCMarket may archive previous versions of the Privacy Policy. You can contact customer support to request access to older versions.

QUESTION: What happens if I miss a notification about Privacy Policy changes?

ANSWER: It’s your responsibility to review the Privacy Policy periodically. Changes will be effective once posted on the platform.

QUESTION: Does ATCMarket provide summaries of Privacy Policy changes?

ANSWER: ATCMarket may provide summaries of significant changes, but users should review the full Privacy Policy for complete details.

QUESTION: How can I stay informed about Privacy Policy updates?

ANSWER: Regularly check the Privacy Policy on the platform or enable notifications (if available) to stay informed about updates.

QUESTION: What if I have questions about the updated Privacy Policy?

ANSWER: Contact ATCMarket’s customer support for clarification or further information about the changes.

QUESTION: Are Privacy Policy changes retroactive?

ANSWER: Changes are not retroactive. The updated Privacy Policy applies to data collected from the date it takes effect.

QUESTION: Can I opt out of certain changes in the Privacy Policy?

ANSWER: No, you cannot opt out of specific changes. If you disagree with the updated Privacy Policy, you should stop using the platform.

QUESTION: How does ATCMarket ensure compliance with local laws when updating the Privacy Policy?

ANSWER: ATCMarket reviews changes to ensure compliance with applicable data protection laws in all jurisdictions where it operates.

QUESTION: What should I do if I notice an error in the updated Privacy Policy?

ANSWER: Contact ATCMarket’s customer support to report the error. They will review and correct it if necessary.

QUESTION: Who is responsible for my personal data if I’m from the EEA or UK?

ANSWER: The data controller for your personal information is Alibaba.com Singapore E-Commerce Private Limited. You can find their contact details in Section P: How to Contact Us.

QUESTION: What legal basis does ATCMarket use to process my data?

ANSWER: ATCMarket processes your data based on:

Contract: To provide services under your agreement with ATCMarket.

Legal obligation: To comply with laws (e.g., tax or fraud prevention).

Legitimate interests: To operate the platform and improve services.

Consent: When explicitly requested (e.g., for marketing).

QUESTION: Can I withdraw my consent for data processing?

ANSWER: Yes, you can withdraw consent at any time. However, this may limit your ability to use certain platform features.

QUESTION: What rights do I have over my personal data?

ANSWER: As an EEA or UK resident, you have the right to:

Access, correct, or delete your data.

Object to or restrict processing.

Withdraw consent.

Opt out of marketing.

Request data portability.

Complain to a data protection authority.

QUESTION: How can I exercise my data rights?

ANSWER: Contact ATCMarket using the details in Section P: How to Contact Us. They will respond in accordance with applicable laws.

QUESTION: Can I opt out of marketing communications?

ANSWER: Yes, you can unsubscribe from marketing emails by clicking the “unsubscribe” link or contacting ATCMarket directly.

QUESTION: What happens if I don’t provide required personal data?

ANSWER: If data is mandatory (e.g., for contracts or legal compliance), you may not be able to use certain platform features or services.

QUESTION: Can I object to automated decision-making?

ANSWER: Yes, you have the right to request a review of decisions made solely by automated processes that affect your interests.

QUESTION: Who is the data controller for EEA and UK users?

ANSWER: The data controller is Alibaba.com Singapore E-Commerce Private Limited, as specified in the Privacy Policy.

QUESTION: What are the legal bases for processing personal data under the GDPR?

ANSWER: ATCMarket relies on:

Contractual necessity: To fulfill agreements with users.

Legal obligations: To comply with laws (e.g., fraud prevention).

Legitimate interests: To operate and improve the platform.

Consent: For specific purposes like marketing.

QUESTION: How does ATCMarket handle data subject rights under the GDPR?

ANSWER: ATCMarket allows users to exercise rights such as access, rectification, erasure, restriction, objection, and data portability. Requests can be made via the contact details in Section P.

QUESTION: What is the process for withdrawing consent?

ANSWER: Users can withdraw consent by contacting ATCMarket. Withdrawal does not affect the lawfulness of prior processing.

QUESTION: How does ATCMarket ensure compliance with GDPR requirements?

ANSWER: ATCMarket provides clear information about data processing, responds to data subject requests, and implements measures to protect user data.

QUESTION: Can users object to processing based on legitimate interests?

ANSWER: Yes, users can object to processing based on legitimate interests. ATCMarket will assess the objection and cease processing unless there are compelling legitimate grounds.

QUESTION: How does ATCMarket handle data portability requests?

ANSWER: Users can request their data in a structured, commonly used, and machine-readable format. ATCMarket will provide the data or explain why it cannot fulfill the request.

QUESTION: What are the consequences of not providing mandatory data?

ANSWER: If data is required for contractual or legal purposes, users may not be able to access certain services or features of the platform.

QUESTION: How long does ATCMarket take to respond to data rights requests?

ANSWER: ATCMarket responds within the timeframes required by the GDPR, typically within one month.

QUESTION: Can I request a copy of my personal data?

ANSWER: Yes, you can request access to your personal data, and ATCMarket will provide a copy in a readable format.

QUESTION: What should I do if my data is inaccurate?

ANSWER: Contact ATCMarket to update or correct your data. They are obligated to ensure data accuracy.

QUESTION: Can I request deletion of my data?

ANSWER: Yes, you can request deletion, but ATCMarket may retain data if required by law or for legitimate business purposes.

QUESTION: How does ATCMarket handle complaints about data processing?

ANSWER: You can file a complaint with ATCMarket or your local data protection authority. ATCMarket will investigate and resolve complaints internally first.

QUESTION: Can I restrict how ATCMarket uses my data?

ANSWER: Yes, you can request restrictions on processing, such as for marketing or analytics purposes.

QUESTION: What happens if I object to data processing?

ANSWER: ATCMarket will review your objection and may stop processing your data unless they have compelling legitimate grounds to continue.

QUESTION: How does ATCMarket handle automated decision-making?

ANSWER: You can request a review of decisions made solely by automated processes. ATCMarket will ensure human intervention if necessary.

QUESTION: Can I transfer my data to another service provider?

ANSWER: Yes, under the right to data portability, you can request your data in a format that allows transfer to another provider.

QUESTION: What if I have questions about my data rights?

ANSWER: Contact ATCMarket’s customer support or data protection officer using the details in Section P: How to Contact Us.

QUESTION: Who is responsible for my personal data if I’m from the US?

ANSWER: If you’re a Buyer, the data controller is ATCMarket E-Commerce One Pte. Ltd. If you’re a Seller, the data controller is ATCMarket International (United States) Corporation. Your data is stored in the US.

QUESTION: Does ATCMarket collect data from children?

ANSWER: No, ATCMarket does not knowingly collect data from users under 18 or children under 1Question: If you believe a child under 13 has provided personal information, contact ATCMarket immediately.

QUESTION: What rights do I have as a California resident?

ANSWER: California residents have rights under the CCPA, including:

* Access to personal information.
* Deletion of personal information.
* Opting out of the “sale” or “sharing” of personal information.
* Correcting inaccurate data.
* Limiting the use of sensitive personal information.

QUESTION: What is considered a “sale” or “sharing” of my data under the CCPA?

ANSWER: A “sale” is sharing data for monetary or other valuable consideration. “Sharing” includes disclosing data for cross-context behavioral advertising. ATCMarket does not sell data for money but may share data for targeted ads.

QUESTION: How can I opt out of data sharing for ads?

ANSWER: You can adjust your cookie preferences on the platform or contact ATCMarket using the details in Section P: How to Contact Us.

QUESTION: What types of personal information does ATCMarket collect?

ANSWER: ATCMarket collects:

Identifiers (e.g., name, email, IP address).

Commercial information (e.g., purchase history).

Internet activity (e.g., browsing history).

Geolocation data.

Inferences (e.g., preferences).

QUESTION: Can I request a copy of my personal information?

ANSWER: Yes, you can request access to your personal information. ATCMarket will provide the data collected in the past 12 months.

QUESTION: How does ATCMarket use my personal information?

ANSWER: ATCMarket uses your data to provide services, improve the platform, process transactions, and for marketing purposes, as described in Section B: Use of Personal Data.

QUESTION: What happens if I don’t provide required personal data?

ANSWER: If data is mandatory (e.g., for contracts or legal compliance), you may not be able to use certain platform features or services.

QUESTION: How can I exercise my data rights?

ANSWER: Contact ATCMarket using the details in Section P: How to Contact Us. They will verify your identity and respond within the required timeframes.

QUESTION: Who is the data controller for US-based users?

ANSWER: For Buyers, the data controller is ATCMarket E-Commerce One Pte. Ltd. For Sellers, it’s ATCMarket International (United States) Corporation.

QUESTION: How does ATCMarket comply with the CCPA?

ANSWER: ATCMarket provides California residents with rights to access, delete, and opt out of the sale or sharing of their personal information. They also disclose data collection and usage practices.

QUESTION: What categories of personal information are collected under the CCPA?

ANSWER: ATCMarket collects:

Identifiers (e.g., name, email, IP address).

Commercial information (e.g., transaction history).

Internet activity (e.g., browsing history).

Geolocation data.

Inferences (e.g., preferences).

Sensitive personal information (e.g., account login details).

QUESTION: How does ATCMarket handle data sharing for advertising?

ANSWER: ATCMarket may share identifiers, usage data, and inferences with advertising networks for targeted ads. This is considered “sharing” under the CCPA, and users can opt out.

QUESTION: What are the legal bases for processing personal data in the US?

ANSWER: ATCMarket processes data based on:

Contractual necessity (e.g., to provide services).

Legal obligations (e.g., fraud prevention).

Legitimate interests (e.g., platform security).

Consent (e.g., for marketing).

QUESTION: How does ATCMarket handle requests to opt out of data sharing?

ANSWER: Users can adjust cookie preferences or contact ATCMarket directly. ATCMarket will stop sharing data for ads upon request.

QUESTION: What rights do US residents have under state privacy laws?

ANSWER: Depending on the state, residents may have rights to:

* Access, correct, or delete personal information.
* Opt out of data sharing or targeted ads.
* Limit the use of sensitive personal information.
* Request data portability.

QUESTION: How does ATCMarket verify data rights requests?

ANSWER: ATCMarket verifies requests by asking for information to confirm the requester’s identity, such as account details or recent transactions.

QUESTION: Can I request deletion of my data under the CCPA?

ANSWER: Yes, you can request deletion, but ATCMarket may retain data if required by law or for legitimate business purposes.

QUESTION: How long does ATCMarket take to respond to data rights requests?

ANSWER: ATCMarket responds within 45 days, with a possible 45-day extension if notified.

QUESTION: Can I opt out of targeted ads?

ANSWER: Yes, you can opt out by adjusting cookie preferences or contacting ATCMarket.

QUESTION: What happens if I don’t want my data shared with third parties?

ANSWER: You can opt out of data sharing, but this may limit personalized ads and platform features.

QUESTION: Does ATCMarket sell sensitive personal information?

ANSWER: No, ATCMarket does not sell or share sensitive personal information.

QUESTION: Can I request a list of third parties my data is shared with?

ANSWER: Yes, you can request information about third parties with whom your data is shared.

QUESTION: How does ATCMarket handle data portability requests?

ANSWER: You can request your data in a portable format, and ATCMarket will provide it if feasible.

QUESTION: What if I find inaccuracies in my data?

ANSWER: Contact ATCMarket to correct or update your data. They are obligated to ensure data accuracy.

QUESTION: Can I object to automated decision-making?

ANSWER: Yes, you can request a review of decisions made solely by automated processes.

QUESTION: How can I file a complaint about data handling?

ANSWER: Contact ATCMarket’s customer support or file a complaint with your state’s data protection authority.

QUESTION: Who is responsible for my personal data if I’m from Mexico?

ANSWER: The data controller is Alibaba.com Singapore E-Commerce Private Limited. You can find their contact details in Section P: How to Contact Us.

QUESTION: What is the legal basis for processing my data in Mexico?

ANSWER: ATCMarket processes your data based on your consent, unless the processing is required by law (e.g., fraud prevention or legal obligations).

QUESTION: Can I opt out of marketing communications?

ANSWER: Yes, you can unsubscribe by clicking the “unsubscribe” link in marketing emails or adjusting your preferences in the Settings section of the platform.

QUESTION: What are my rights regarding my personal data?

ANSWER: You have the right to:

Access your data.

Correct inaccurate data.

Request deletion (cancellation).

Object to data processing.

Revoke consent.

Limit the use or disclosure of your data.

QUESTION: How can I exercise my data rights?

ANSWER: Contact ATCMarket using the details in Section P: How to Contact Us. Your request must include your account ID, registered email, or phone number, and a description of the data involved.

QUESTION: How long does ATCMarket take to respond to my requests?

ANSWER: ATCMarket will respond within 20 days to confirm if your request is admissible. If admissible, they will resolve it within 15 days (extensions may apply as per Mexican law).

QUESTION: Can I revoke my consent for data processing?

ANSWER: Yes, you can revoke your consent at any time. However, this may limit your ability to use certain platform features.

QUESTION: Does ATCMarket share my data with third parties?

ANSWER: Yes, but your consent is required for sharing with business partners or potential buyers. Other disclosures (e.g., for legal compliance) do not require consent.

QUESTION: What happens if I don’t want my data used for secondary purposes?

ANSWER: You can opt out of secondary purposes (e.g., marketing) by unsubscribing or adjusting your settings. Primary purposes (e.g., transactions) will still require data processing.

QUESTION: How does ATCMarket verify my identity for data requests?

ANSWER: ATCMarket verifies your identity through your account login or the email address registered in your account. Requests must come from the registered email.

 **QUESTION: Who is the data controller for Mexican users?**  
**ANSWER:**  The data controller is **Alibaba.com Singapore E-Commerce Private Limited**, located at 51 Bras Basah Road, #01-21 Lazada One, Singapore 189554.

 **QUESTION: What is the legal basis for processing personal data in Mexico?**  
**ANSWER:**  Processing is based on **user consent**, except when required by law (e.g., fraud prevention, legal obligations).

 **QUESTION: How does ATCMarket handle secondary purposes for data processing?**  
**ANSWER:**  Secondary purposes (e.g., marketing) require user consent. Users can opt out by unsubscribing or adjusting their settings.

 **QUESTION: What are the data subject rights under Mexican law?**  
**ANSWER:**  Users have the right to:

* Access.
* Rectification.
* Cancellation (deletion).
* Objection.
* Revoke consent.
* Limit use or disclosure.

 **QUESTION: How does ATCMarket verify data subject requests?**  
**ANSWER:**  Requests must include the user’s account ID, registered email, or phone number. ATCMarket verifies identity through login credentials or the registered email.

 **QUESTION: What is the timeline for responding to data requests?**  
**ANSWER:**  ATCMarket responds within **20 days** to confirm admissibility. If admissible, they resolve the request within **15 days**, with possible extensions under Mexican law.

 **QUESTION: Can users revoke consent for data processing?**  
**ANSWER:**  Yes, users can revoke consent at any time. However, this may restrict access to certain platform features or services.

 **QUESTION: Does ATCMarket require consent for all data disclosures?**  
**ANSWER:**  No, consent is required only for disclosures to **business partners** or **potential buyers**. Other disclosures (e.g., for legal compliance) do not require consent.

 **QUESTION: How does ATCMarket handle data access requests?**  
**ANSWER:**  Users can request access to their data, and ATCMarket will provide digital documents containing the requested information.

 **QUESTION: What safeguards are in place for data processing in Mexico?**  
**ANSWER:**  ATCMarket ensures compliance with Mexican data protection laws, including obtaining consent for secondary purposes and providing mechanisms for users to exercise their rights.

 **QUESTION: Can I request a copy of my personal data?**  
**ANSWER:**  Yes, you can request access to your data, and ATCMarket will provide digital documents containing the information.

 **QUESTION: What happens if I object to data processing?**  
**ANSWER:**  If you object, ATCMarket will stop processing your data unless they have a legitimate reason to continue (e.g., legal obligations).

 **QUESTION: Can I limit how ATCMarket uses my data?**  
**ANSWER:**  Yes, you can request limits on the use or disclosure of your data, especially for secondary purposes like marketing.

 **QUESTION: What if I find inaccuracies in my data?**  
**ANSWER:**  Contact ATCMarket to correct or update your data. They are obligated to ensure data accuracy.

 **QUESTION: Can I delete my account and all associated data?**  
**ANSWER:**  Yes, you can request account deletion (cancellation). However, ATCMarket may retain data if required by law.

 **QUESTION: How does ATCMarket handle data portability requests?**  
**ANSWER:**  You can request your data in a digital format, and ATCMarket will provide it if feasible.

 **QUESTION: What if I don’t want my data shared with business partners?**  
**ANSWER:**  You can revoke consent for sharing with business partners, but this may limit personalized services or offers.

 **QUESTION: Can I file a complaint about data handling?**  
**ANSWER:**  Yes, you can file a complaint with ATCMarket or the Mexican data protection authority (INAI).

 **QUESTION: How does ATCMarket ensure compliance with Mexican data protection laws?**  
**ANSWER:**  ATCMarket follows the Federal Law on Protection of Personal Data Held by Private Parties (LFPDPPP) and provides mechanisms for users to exercise their rights.

 **QUESTION: What happens if I don’t provide consent for secondary purposes?**  
**ANSWER:**  If you don’t consent, ATCMarket will not use your data for secondary purposes like marketing, but primary purposes (e.g., transactions) will still require data processing.

QUESTION: If I am not from US , china or Mexico then where is my personal data stored?

ANSWER: Your data may be stored in the United States, Russia, Germany, South Korea, China, or Singapore, depending on your location. These countries have different data protection laws than your home country.

QUESTION: Why does ATCMarket transfer my data internationally?

ANSWER: ATCMarket transfers data for backup, storage, and to provide services through the platform. This ensures the platform operates smoothly and securely.

QUESTION: How does ATCMarket protect my data during international transfers?

ANSWER: ATCMarket uses safeguards like confidentiality agreements and measures such as the European Commission’s Standard Contractual Clauses (for EEA and UK data) to ensure your data remains protected.

QUESTION: Can I get a copy of the safeguards used for data transfers?

ANSWER: Yes, you can request a copy of the safeguards (e.g., Standard Contractual Clauses) by contacting ATCMarket using the details in Section P: How to Contact Us.

QUESTION: What if the destination country has weaker data protection laws?

ANSWER: ATCMarket ensures your data is protected by implementing measures like confidentiality agreements and contractual clauses, regardless of the destination country’s laws.

QUESTION: What are the primary locations for data storage?

ANSWER: Data is stored in the United States, Russia, Germany, South Korea, China, and Singapore, depending on the user’s location and service requirements.

QUESTION: What legal mechanisms does ATCMarket use for international data transfers?

ANSWER: For EEA and UK data, ATCMarket uses the European Commission’s Standard Contractual Clauses and the UK Addendum. For other regions, they rely on confidentiality agreements and other safeguards.

QUESTION: How does ATCMarket ensure compliance with data protection laws during transfers?

ANSWER: ATCMarket implements measures like contractual clauses, confidentiality agreements, and technical safeguards to ensure data protection during international transfers.

QUESTION: Can users request details about international data transfer safeguards?

ANSWER: Yes, users can request a copy of the safeguards (e.g., Standard Contractual Clauses) by contacting ATCMarket.

QUESTION: What happens if a destination country lacks adequate data protection laws?

ANSWER: ATCMarket ensures data protection by implementing additional safeguards, such as contractual clauses and confidentiality agreements, to meet applicable legal standards.

QUESTION: What happens if there’s a conflict between the English and other language versions of the Privacy Policy?

ANSWER: The English version of the Privacy Policy will prevail in case of any conflicts with other language versions.

QUESTION: How can I contact ATCMarket about my data rights?

ANSWER: You can contact ATCMarket’s Data Protection Officer at DataProtection.AE@ATCMarket or use the data subject rights portal linked in the Privacy Policy.

QUESTION: What information do I need to provide when contacting ATCMarket?

ANSWER: Include your account ID, registered email, or phone number, and a description of the data or issue you’re inquiring about.

QUESTION: Can I contact ATCMarket in my preferred language?

ANSWER: Yes, but if there’s a conflict between translations, the English version of the Privacy Policy will take precedence.

QUESTION: Who is the Data Protection Officer for ATCMarket?

ANSWER: The Data Protection Officer can be contacted at DataProtection.AE@ATCMarket.

QUESTION: How does ATCMarket handle data subject rights requests?

ANSWER: Users can submit requests through the data subject rights portal or by emailing the Data Protection Officer. Requests must include account details for verification.

QUESTION: What is the process for resolving conflicts between language versions of the Privacy Policy?

ANSWER: The English version of the Privacy Policy is the authoritative version and will prevail in case of conflicts with other language versions.

QUESTION: Can I request a copy of the Standard Contractual Clauses?

ANSWER: Yes, you can request a copy by contacting ATCMarket at DataProtection.AE@ATCMarket.

QUESTION: How does ATCMarket verify my identity for data requests?

ANSWER: ATCMarket verifies your identity using your account ID, registered email, or phone number. Requests must come from the registered email.

QUESTION: What if I don’t speak English?

ANSWER: You can contact ATCMarket in your preferred language, but the English version of the Privacy Policy will prevail in case of conflicts.

QUESTION: How long does ATCMarket take to respond to data requests?

ANSWER: Response times vary by jurisdiction but are typically within the timeframes required by applicable data protection laws (e.g., 30 days under GDPR).

QUESTION: Can I file a complaint about data handling?

ANSWER: Yes, you can file a complaint with ATCMarket’s Data Protection Officer or your local data protection authority.

QUESTION: What if I have questions about international data transfers?

ANSWER: Contact ATCMarket at DataProtection.AE@ATCMarket for details about how your data is transferred and protected.

QUESTION: Can I request deletion of my data stored internationally?

ANSWER: Yes, you can request deletion, but ATCMarket may retain data if required by law or for legitimate business purposes.

QUESTION: How does ATCMarket handle data breaches during international transfers?

ANSWER: ATCMarket will notify affected users and regulatory authorities as required by applicable laws and take steps to mitigate the breach.

QUESTION: Can I access my data stored in another country?

ANSWER: Yes, you can request access to your data, and ATCMarket will provide it in a digital format, regardless of where it’s stored.

QUESTION: What if I don’t agree with how my data is handled internationally?

ANSWER: You can contact ATCMarket’s Data Protection Officer to raise concerns or file a complaint with your local data protection authority.