

Privacy Policy - eBay Auto Fulfillment

Effective Date: [Current Date]

Last Updated: [Current Date]

Overview

eBay Auto Fulfillment ("we," "our," or "us") is a Shopify app that helps merchants automate their dropshipping business by connecting Shopify products with eBay listings for automatic order fulfillment. This Privacy Policy explains how we collect, use, and protect information when you use our app.

Information We Collect

1. Shopify Store Data

When you install our app, we may access the following information from your Shopify store:

- **Product Information:** Product titles, descriptions, variants, prices, and images
- **Order Information:** Order details, line items, quantities, and order status
- **Customer Information:** Names, email addresses, phone numbers, and shipping addresses (only for order fulfillment)
- **Store Information:** Store name, domain, and basic configuration settings

2. eBay Integration Data

- **Product Mappings:** Links between your Shopify products and eBay listings
- **Fulfillment Records:** Order processing history and status updates
- **Search Queries:** eBay searches performed through our app

3. Usage Data

- **App Usage:** Features used, settings configured, and general app interactions
- **Error Logs:** Technical logs for troubleshooting and app improvement

How We Use Your Information

Primary Use - Order Fulfillment

We use your information exclusively for legitimate business purposes related to order fulfillment:

- **Process Orders:** Automatically purchase items from eBay when you receive Shopify orders
- **Update Order Status:** Mark orders as fulfilled in your Shopify store

- **Shipping Coordination:** Use customer shipping addresses to direct eBay purchases to the correct location
- **Product Mapping:** Connect your Shopify products with corresponding eBay listings

Secondary Uses

- **App Functionality:** Provide core app features and maintain service quality
- **Customer Support:** Respond to your questions and provide technical assistance
- **App Improvement:** Analyze usage patterns to enhance our service (data is anonymized)

Data Protection and Security

Security Measures

- **Encryption:** All data is encrypted in transit using HTTPS/TLS
- **Secure Storage:** Data is stored on secure, access-controlled servers
- **Access Controls:** Limited access to authorized personnel only
- **Regular Audits:** Periodic security assessments and updates

Data Retention

- **Active Use:** Data is retained while your app subscription is active
- **Order Records:** Fulfillment history kept for 2 years for business records
- **Account Deletion:** All data deleted within 30 days of app uninstallation

Data Sharing and Disclosure

We DO NOT Share Your Data

- **No Third-Party Sales:** We never sell customer data to third parties
- **No Marketing Use:** Customer information is not used for marketing purposes
- **No Unauthorized Access:** Strict controls prevent unauthorized data access

Limited Disclosure

We may only disclose information in these specific circumstances:

- **Legal Requirements:** When required by law, court order, or legal process
- **Service Providers:** To essential service providers under strict confidentiality agreements
- **Business Transfer:** In the event of a merger or acquisition (users will be notified)

Your Rights and Controls

Access and Control

- **Data Access:** Request a copy of your data at any time
- **Data Correction:** Update or correct inaccurate information
- **Data Deletion:** Request deletion of your data (subject to legal retention requirements)
- **App Removal:** Uninstall the app to stop data collection

Communication Preferences

- **Essential Communications:** Service updates and security notifications
- **Optional Communications:** Marketing emails (opt-out available)

Third-Party Services

eBay Integration

Our app integrates with eBay's services to facilitate product searches and order fulfillment. eBay's own privacy policy governs their handling of any data shared with them during the fulfillment process.

Shopify Platform

Our app operates within the Shopify ecosystem and follows all Shopify Partner Program requirements and data handling standards.

Children's Privacy

Our app is designed for business use and is not intended for individuals under 13 years of age. We do not knowingly collect personal information from children under 13.

International Data Transfers

If you are located outside of [Your Country], please note that your information may be transferred to and processed in [Your Country] where our servers are located. We ensure appropriate safeguards are in place for international data transfers.

Changes to This Policy

We may update this Privacy Policy from time to time. When we make changes:

- **Notification:** We will notify you via email or app notification
- **Effective Date:** Changes become effective on the date specified

- **Continued Use:** Using the app after changes constitutes acceptance

Contact Information

If you have questions about this Privacy Policy or our data practices:

Email: [\[your-email@domain.com\]](mailto:[your-email@domain.com])

Address: [Your Business Address]

Phone: [Your Phone Number]

Compliance

This Privacy Policy complies with:

- Shopify Partner Program Requirements
- General Data Protection Regulation (GDPR)
- California Consumer Privacy Act (CCPA)
- Other applicable privacy laws

Data Processing Legal Basis

We process your data based on:

- **Contractual Necessity:** To provide our app services
- **Legitimate Interest:** To improve our service and provide support
- **Legal Compliance:** To meet legal and regulatory requirements
- **Consent:** Where explicitly provided by you

Last Updated: [Date]

Version: 1.0

For the most current version of this Privacy Policy, please visit: [\[your-website.com/privacy\]](https://your-website.com/privacy)