



GLOBAL ASSET PROTECTION

As the world's leading e-commerce company, eBay Inc.'s global portfolio of businesses enables hundreds of millions of people to buy and sell online. eBay Inc established the eBay Global Asset Protection team to promote the safe use of its platforms and to collaborate with local, national and international law enforcement in apprehending and prosecuting criminals.

Resources for Law Enforcement Investigations and Service Levels

eBay Inc developed two systems to enable law enforcement officers seeking records for investigations related to the eBay platform quickly and securely:

- **LEP** (Law Enforcement Portal) is a tool that allows registered Law Enforcement officers to obtain eBay user information without the need of faxing a data request. An eBay userID, email address or item number is required to obtain users' data. The officer can download the information directly from the portal. It's fast, easy and safe to use. Requests will be retrievable in **3-5 working days**.

UK Police and Trading Standard forces can submit users' data requests through a nation-wide network of **SPOCs** and **RIOs**. If unsure who the SPOC for your area is, you can contact us at uklep@ebay.com.

Please note all LEP registered users and SPOCs should continue to utilize the Portal for all eBay data requests.

- **LEERS** (Law Enforcement eRequest System) is a online webform designed for judges, public prosecutors and government agencies to submit their eBay data requests, inclusive of uploading their supporting documents such as a court order. This site (<https://lers.corp.ebay.com>) may only be used by law enforcement personnel who will go through an authentication processes.

This has replaced the previous process of faxing or emailing data to us. Requests submitted via LEERS are still handled manually by our team and are processed in approximately **20 working days**.

Requirements for eBay data requests

Requests submitted through LERS and via manual process must comply with the following legal requirements:

- **Must be Addressed** to **eBay Europe S.à r.l** , which is the entity name of the data controller of the European eBay sites.
- **Must be a Typed** official document bearing the logo of the requestor
- **Must be Signed** by the law enforcement officer in charge of the investigation
- **Must quote the applicable act or law** under which the LE agency is requesting the data under.

Also, all requests should include:

- Officer's name, department, street address, telephone, fax and email address.
- All known email addresses, names and aliases of the subject
- Exactly what information is required, how it pertains to eBay and your investigation

Important Note:

All requests that are not addressed to the correct eBay entity (eBay Europe S.à r.l), will be rejected.

Priority will be given only in particular circumstances and investigation types (ie. life threatening issues etc.) and only where the sense of urgency is appropriately specified

User Data Available

Requests submitted through LEP/LERs

eBay User Information

- User ID
- User Status
- Suspension Date (If any)
- Name / Address / eMail address
- Phone number / DOB
- Feedback Points
- Registration Timestamp
- Registration IP
- Registration Site
- Shipping Address

Optional Data Available

- User ID History
- eMail address History
- Financial Data History
- Contact Address History
- Shipping Address History

All eBay Listings Including:

- Item Number
- Item Title
- Listing Type
- Quantity Offered
- Listing Price & end time
- Listing IP
- Highest Bidder User ID*
- All Items Won*

All Items Won Including:

- Item Number
- Seller User ID
- Item Title
- Listing Type
- Quantity Bought
- Price & Currency
- Listing Start & end time

*) Please note: max 4 years back available for LEP requests

Information available on www.ebay.co.uk which won't be provided by our team:

Feedback Profile

Item image and description: The listing offering an item as seen on the site (available until archived 90 days after the listing end date)

Items for sale by the seller: Includes Buy It Now items, current listings, and listings which ended in the last 30 days.

User Agreement: Terms and conditions applicable to the use of our services.

About Me Page: Users can create an 'About Me' page to tell others about themselves.

Quick takeaways

Correct Entity name: eBay Europe S.à r.l

General Email: euinvestigations@ebay.com

LEP contact: uklep@ebay.com

LEERS link: <https://lers.corp.ebay.com>