

# Charity Connect FAQs

## **When does the programme start and finish?**

The programme will begin from 31 July 2023 until 15 September 2023. The exact start date may change, but you will be notified in advance to confirm.

## **When do I need to submit an application?**

Applications are open for submission from 09.00 on Monday 26 June and will close at 23.59 on Sunday 16 July 2023. Applications submitted beyond this date will not be considered.

## **Who can apply to the Charity Connect programme?**

Any UK charities with a trading operation can apply to Charity Connect. You will need to be registered with eBay for Charity in order to take part in the programme. If you are not yet registered, you can find instructions for doing so [here](#).

## **If accepted, do I need to do anything prior to the Charity Connect programme starting?**

In order to participate in training, you will need to have set up an eBay Charity Seller account and have completed the onboarding process by Monday 31 July 2023.

## **How many people from my charity can apply?**

Please only submit one application per charity. However, you may invite multiple members from your charity onto the programme if you are successful.

## **Who should apply for the programme from my charity?**

The Charity Connect programme is focused on driving fundraising through e-commerce. Therefore, a suitable candidate from your charity would be someone from your retail or e-commerce team who would either oversee your eBay account or be regularly working on e-commerce / retail as part of their role.

## **When will I find out whether my application has been successful?**

You will receive an email W/C 10 July to W/C 24 July 2023 to let you know if your application has been successful.

**What criteria will my application be assessed against?**

There are limited spaces available on the Charity Connect programme and the final selection of successful applicants is at eBay's sole discretion. We will be reviewing applications against the ambition of the charity to develop their e-commerce offering as well as their capacity to effectively take part in the training programme, for instance having staff available for training calls and regular access to inventory to sell.

**How many hours per week should I dedicate to the programme?**

You will be required to devote at least two hours of your working week (either directly or via a dedicated staff) to the training throughout the duration of the programme. This time includes calls with your trainer and reviewing training resources, in addition to putting into practice the tips and skills provided by the training during your normal working day.

**I have participated in the Charity Connect programme before, am I allowed to apply again?**

We are accepting applications from all charities, but charities who have completed the programme already will need to specify on their application form why they were unable to take advantage of the training the first time round.

If you have a question about fundraising with eBay for Charity, head over to [ukcharity@ebay.com](mailto:ukcharity@ebay.com).

You can also join us on [Twitter](#) and [Facebook](#).

# Charity Connect Terms & Conditions and Declaration of Consent

For your application to be considered, you need to agree to the terms and conditions in the application form, which are also found below.

## 1 “Terms & Conditions”

### 1.1 Promotion

Subject to these Terms and Conditions, eBay agrees to, for Eligible Listings (as set out below) created by eBay Business Sellers who have opted-in to this promotion: a) offer a free Featured Shop, (“Featured Shop Package”), for the duration of the Promotion Period, the (“Promotion”) on [www.ebay.co.uk](http://www.ebay.co.uk) (the “Site”).

### 1.2 Promotion Period

The Promotion will be valid from 00:00:01 (UK local time) on 31 July 2023 until 23:59:59 on 31 July 2024 (the “Promotion Period”).

### 1.3 Eligibility

- This Promotion is open to eBay Business Sellers who:
  - are registered on the Site;
  - have a registered address in the UK; and
  - have been invited to and have subsequently opted in to the Promotion,
- Participation is linked to each Business Seller and is not transferable.

### 1.4 Promotion and Procedure

Featured Shop Package

- The Featured Shop Package is valid for Business Sellers for Eligible Listings during the Promotion Period.
- The Featured Shop Package includes:
  - eBay packaging voucher worth £10 a month to use on the eBay Packaging Store; and
  - A free shopfront
- For full details on the benefits included in the Featured Shop Package please see the 'Featured' column and related 'Featured Shop' information [here](#).
- You will be charged the relevant fees if you continue to subscribe to a Featured Shop following the end of the Promotion Period.

### **1.5 Restrictions and exclusions**

The following are excluded from the Promotion:

- Private Sellers.
- Sellers who do not meet the eligibility criteria in Section 3 'Eligibility' of the Terms and Conditions.
- Any items listed in the 'Property', 'Cars, Motorcycles & Vehicles' and 'Coins, Banknotes & Bullion' categories. However, please note that items listed in the 'Vehicle Parts & Accessories' category are included.
- Any items listed during the Promotion Period but sell after the end of the Promotion Period.
- Any listings not created on the Site.
- Business Sellers who do not meet eBay's minimum seller performance standards. Business Sellers can sign into My eBay and view their Seller Dashboard to verify whether their account is currently meeting the standards.
- Identical listings that don't comply with our duplicate listings policy.
- Any items listed that don't comply with eBay's listing policies or prohibited and restricted items policies.
- Standard eBay fees and any other third-party fees still apply.

### **1.6 General**

- Please read eBay's [User Privacy Notice](#) for information regarding the processing of your data as eBay users.
- Please note that certain information collected during your participation in the Charity Connect programme, including eBay username, performance, engagement data and customer insights may be shared with our programme design and strategy partner, Shift Foundation, for analysis purposes to assist with programme development and improvement.
- Any attempt to manipulate the Promotion is prohibited and will result in exclusion from participation.
- The Promotion is only open to opted-in Business Sellers. Any users who attempt to circumvent this will be removed from the Promotion, be liable for any fees credited to or not paid by them under the Promotion and may face additional sanctions in accordance with the eBay User Agreement.
- eBay reserves the right to suspend, change or cancel the Promotion at any time, in the event of circumstances arising which, in eBay's opinion, make it necessary for it to do so. eBay reserves the right to add additional terms and conditions for certain parts of the Promotion.
- eBay also reserves the right to exclude users on the basis that their seller accounts have fallen below the minimum required seller performance standards or for any reason in eBay's absolute discretion.
- The decision of eBay regarding any aspect of the Promotion is final and no correspondence will be entered into.
- eBay reserves the right to verify Business Sellers' eligibility for this Promotion.
- eBay may also disqualify any entrant who does not act in accordance with these Terms and Conditions (or is acting in a way which contravenes the spirit and intention of these Terms and Conditions) or eBay's User Agreement, and/or any policies that eBay may communicate to the Seller.
- These Terms and Conditions are governed by the laws of England and Wales. Each party irrevocably agrees to the exclusive jurisdiction of the English courts over any claim or matter arising under these Terms and Conditions.
- Unless the context otherwise requires, words in the singular in these Terms and Conditions shall include the plural and in the plural include the singular.

## 1.7 Limitation of liability

- eBay makes no representations or warranties of any kind regarding any product or service provided by any third party in connection with any Promotion.
- eBay shall not be liable, in contract or tort (including negligence) or the breach of statutory duty or in any other way, for the loss or damage howsoever arising suffered by the entrant resulting directly or indirectly from entry to this Promotion. Nothing in these terms shall limit eBay's liability for death or personal injury resulting from negligence or fraud.
- eBay will not be responsible for any third party's performance or failure to perform any services related to any Promotion, or for any costs, damages, accident, delay, injury, loss, expense, or inconvenience that may arise in connection with the use of the Promotion, provided that nothing shall limit eBay's liability for death or personal injury caused by its negligence.
- eBay does not accept, and is not responsible for, any lost or delayed entries. eBay reminds entrants of the nature and limitations of the Internet and is not responsible for any problems or technical malfunctions of any communications network, online system or computer hardware or software that may affect entry to the Promotion.
- Although eBay will use reasonable efforts to ensure that all information relating to the Promotion ("Promotion Material") is accurate, eBay is not responsible for any problems or technical malfunctions of any communications network, online system or computer hardware or software failure that may affect eBay's operation of the Promotion or the Site, including without limitation the accuracy of any Promotion Material.

## 1.8 Organiser

The Promotion is organised by eBay (UK) Limited, who may carry out this organisation through its local subsidiaries, and whose address is 1 More London Place, London, SE1 2AF, United Kingdom.

## 2 “Declaration of Consent”

All Charity Connect webinars will be recorded and made available to all participants of the Charity Connect programme.

Please **read through the Declaration of Consent** below and **accept the terms by selecting “YES” in your programme application form.**

eBay event:	All Charity Connect webinars from 31 July 2023 and for the duration you continue to sell on eBay.co.uk.
-------------	---

By signing this declaration, I grant eBay (UK) Limited, 1 More London Place, London, SE1 2AF, United Kingdom (hereinafter referred to as “eBay”) permission to create image, sound and video recordings of me via the videoconferencing tool “Zoom” (hereinafter “**recordings**”) in the context of the abovementioned eBay event and to use the recordings in whole or in part, edited or unedited, including in combination with other materials, for the purpose of

- Sharing with participants of Charity Connect who are unable to attend the training or networking sessions.

The processing of the recordings will be carried out as follows:

- The recordings will be made through Zoom. Links providing access to the recordings will be shared with participants of Charity Connect.

I understand, that

- I am free to decide whether I want to give this consent or not, and that there are no negative consequences if I decide not to do so;
- eBay will use my name in connection with the recordings, if this is necessary or customary;

- eBay has no obligation to use my recordings or my name;
- eBay will not pay me for granting this consent, the production and/or the further use of the recordings or my name;
- insofar as my recordings contain references to my ethnic origin, religion or health (e.g. skin color, headgear, glasses), my consent also refers to these details;
- I am free to withdraw a given consent at any time, either in whole or in part, for the future (e.g. via the contact form provided under <https://www.ebayinc.com/company/privacy-center/privacy-contact/> or via postal message to eBay - postal address see above) and that there are no negative consequences if I decide to do so;
- if I withdraw my consent, eBay will not use my recordings or my name in the future, unless eBay is entitled or obliged to process the data due to other legal reasons (e.g. because the processing is necessary to execute a contract between me and eBay);
- notwithstanding the foregoing, eBay will store the recordings and my name as long as this is necessary for the above mentioned purposes or eBay is legally obliged or entitled to do so;
- further information on how Zoom Video Communications, Inc. (eBay's videoconferencing tool service provider) processes personal data is available here <https://zoom.us/privacy/>; and
- I can obtain further information about data protection at eBay in eBay's User Privacy Notice here <https://www.ebay.co.uk/help/policies/member-behaviour-policies/user-privacy-notice-privacy-policy?id=4260>.