



Criminal & Regulatory Investigations

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 Criminal & Regulatory Investigations 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 the eBay Law Enforcement tool to enable law enforcement officers to seek records for investigations related to the eBay platform quickly and securely.

**eBay Law Enforcement tool** is an online webform designed for Law Enforcement officers, 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 ([le.corp.ebay.com](http://le.corp.ebay.com)) may only be used by law enforcement personnel who will go through an authentication processes. An eBay identifier such as a User ID, Email Address, Item number or Order ID is required to obtain users' data. The officer can download the information directly from the portal. It's fast, easy and safe to use. Responses to requests submitted via eBay Law Enforcement tool will be retrievable within not more than 10 working days.

### Requirements for eBay data requests

Requests submitted through **eBay Law Enforcement tool** must comply with the following legal requirements:

- **Must be Addressed to eBay Marketplace GmbH**
- **Must also be Addressed to eBay Commerce Australia Pty Ltd. ("ECA")** if requesting payments data. ECA is registered as a remittance service provider with, and is subject to the supervision of, the Australian Transaction Reports and Analysis Centre ("AUSTRAC")
- **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 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 eBay Law Enforcement Tool**

##### **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 Including:**

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

##### **eBay Payments Information:**

- Seller Financial Payment Information
- Buyer Financial Payment Information
- Seller Payout Report

**Information available on [www.ebay.com.au](http://www.ebay.com.au) 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)

**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

**Marketplace Entity name:** eBay Marketplace GmbH

**Payments Entity name:** eBay Commerce Australia Pty Ltd.

**General Email:** [LawEnforcement@ebay.com](mailto:LawEnforcement@ebay.com)

**eBay Law Enforcement tool:** [le.corp.ebay.com](http://le.corp.ebay.com)