

Privacy

1. Scope and updates of this User Privacy Notice

This User Privacy Notice applies to your use of this website and all Know Your City applications, services (including payment services), products and tools (collectively the 'Services'), regardless of how you access or use these Services, including access via mobile devices and apps.

This User Privacy Notice also applies if explicit reference is made to it via a link or in a similar manner, e.g. on websites of partners on which Services from Know Your City are offered. We may change this User Privacy Notice at any time by posting the revised User Privacy Notice on this website and indicating the effective date of the revised User Privacy Notice. You will be notified of any material changes to this User Privacy Notice via My Messages in My Know Your City and/or by email.

2. Controller

Know Your City company is responsible for the collection and processing of your personal data in connection with the provision of the Services depends on how you use our Services.

2.1 Use of the Services

Depending on the region in which you are located, Know Your City group companies is responsible for the collection and processing of your personal data in connection with the provision of our Services (except payment services)

As described in our Payments Terms of Use, your personal data may be processed by one or more of these companies depending on your location and the location of the Know Your City website on which a user completes a transaction with you.

3. Data protection officer and contact

We have appointed data protection officers in several countries to oversee the protection of your personal data. If you have any questions about this User Privacy Notice or about data protection at Know Your City in general, you can contact the data protection officer responsible for your country at any time. You will find the contact details of your data protection officer in the list of our data protection officers - opens in new window or tab in our Know Your City Privacy Centre - opens in new window or tab.

Furthermore, if you have any questions or complaints regarding this User Privacy Notice, our global data protection principles (see section 6.1 Data transfers to Know Your City corporate family members under section 6. International data transfers below) or our handling of personal data, you can also contact the Know Your City Privacy Team or the controller who is responsible for the processing of your personal data at any time (for further information, see Controller above). This applies regardless of whether we have appointed a data protection officer in your country or not. You can find all necessary information and contact details - opens in new window or tab in our Know Your City Privacy Centre - opens in new window or tab.

4. What personal data we collect and process

We collect your personal data when you use our Services, create a new Know Your City account, provide us with information via a web form, add or update information in your Know Your City account, participate in online community discussions or otherwise interact with us. We also collect personal data from other sources (such as other Know Your City corporate family members, credit agencies or bureaus, and other data brokers)

5. Purposes and legal basis for data processing and categories of recipients

We process your personal data for various purposes and based on several different legal bases that allow this processing. For example, we process your personal data to provide and improve our Services, to provide you with a personalised user experience on this website, to contact you about your Know Your City account and our Services, to provide customer service, to provide you with personalised advertising and marketing communications, and to detect, prevent, mitigate and investigate fraudulent or illegal activity. We also share your information with third parties, including service providers acting on our behalf, for these purposes. In addition, we may share your personal data among Know Your City group companies in order to fulfill our contract with you under the User Agreement and, if applicable, the Payments Terms of Use.

6. International data transfers

Some recipients of your personal data are located outside your country or have offices in countries where data protection laws may provide a different level of protection than the laws in your country. When transferring personal data to such recipients, we provide appropriate safeguards.

7. Storage duration and erasure

Your personal data will be stored by us and our service providers in accordance with applicable data protection laws to the extent necessary for the processing purposes set out in this User Privacy Notice (see Purposes and legal basis for data processing and categories of recipients for more information on the processing purposes). Subsequently, we will delete your personal data in accordance with our data retention and deletion policy or take steps to properly render the data anonymous, unless we are legally obliged to keep your personal data longer (e.g. for legal compliance, tax, accounting or auditing purposes). As far as legally permissible or required, we restrict the processing of your data instead of deleting it (e.g. by restricting access to it). This applies in particular to cases where we may still need the data for the execution of the contract or for the assertion of or defence against legal claims, or where such retention is otherwise required or permitted by law. In these cases, the duration of the restriction of processing depends on the respective statutory limitation or retention periods. The data will be deleted after the relevant limitation or retention periods have expired.

8. Rights as a data subject

Subject to possible restrictions under national law, as a data subject, you have the right to access, rectification, erasure, restriction of processing and data portability with regard to your personal data. In addition, you can withdraw your consent and object to our processing of your personal data on the basis of our legitimate interests. You can also lodge a complaint with a supervisory authority.

9. Cookies & similar technologies

When you use our Services, we and selected third parties may use cookies and similar technologies to provide you with a better, faster and safer user experience or to show you personalised advertising. Cookies are small text files that are automatically created by your browser and stored on your device when you use the Services. You can find detailed information about our use of cookies and similar technologies and your choices in our [User Cookie Notice](#).

10. Data security

We protect your personal data through technical and organisational security measures to minimise risks associated with data loss, misuse, unauthorised access and unauthorised disclosure and alteration. To this end we use firewalls and data encryption, for example, as well as physical access restrictions for our data centres and authorisation controls for data access. You can find further information on our data security in our [Security Centre](#) - opens in new window or tab.

11. Other important information regarding data protection

This section contains important additional information about the protection of personal data in connection with the use of our Services, including whether you are required to provide personal data.

What happens when you share your personal data on our sites or applications?

Other users have access to the information you share on Know Your City or disclose to other users. For example, other users can see your purchases, items for sale, saved interests, sellers and searches, shopfronts, Feedback, ratings, product reviews and associated comments. Other users can also see any information you chose to share in your profile.

When you use our Services, your public user ID may be displayed and available to the public and associated with all of your public Know Your City activity. Notices sent to other users about suspicious activity and notice violations on our sites may refer to your public user ID and specific items. Accordingly, if you use a username that allows others to identify you, these others may be able to identify your Know Your City activities.

To help protect your personal data, we allow only limited access to other users' contact, postage and financial information as necessary to facilitate your transactions and collect payments. However, when users are involved in a transaction, they have access to each other's name, user ID, email address and other contact and postage information. For example, we may allow users to exchange telephone numbers in order to contact each other prior to completing a transaction (e.g. a seller may opt to share their telephone number with a buyer so that the buyer may call with questions about a listed item). In this case, sellers are prohibited from using a buyer's telephone number for other purposes (e.g. completing a transaction off Know Your City or adding the buyer to a marketing list).

Your responsibilities over transactional information you receive through Know Your City

When you complete a transaction with another user (or a transaction has been cancelled, failed or subsequently invalidated), we will provide you with the other user's personal data (such as name, username, email address, contact information and billing information). Independent from us, you are the

controller of such data and responsible for any processing that you perform after we have shared this data with you, including compliance with any limitations imposed by this User Privacy Notice and our User Agreement.

Unless you act for purely personal purposes, we recommend that you explain your data processing activities in your own privacy notice and protect the privacy of other users. As a seller, you must in any case comply with the applicable data protection laws and in particular protect the rights of other users as data subjects, e.g. give them the opportunity to access the personal data collected by you and demand that it be erased.

You may only use the personal data that you have access to for Know Your City transaction-related purposes, or for other Services offered through Know Your City (such as fraud complaints and member-to-member communications), and for purposes expressly consented by the user to whom the data relates. Using personal data of other users that you have access to for any other purpose, such as adding them to a mailing list without their express consent, constitutes a violation of our User Agreement.

Personal data relating to third parties

If you provide us with personal data relating to another person, you must obtain the consent of this person or the disclosure of the data to us must be otherwise legally permissible. You must inform the other person of how we process personal data in accordance with our User Privacy Notice.

Filtering of messages sent via our messaging tools

All messages sent via our messaging tools are first received by us and then forwarded to the recipient. All messages are automatically filtered according to certain criteria. If necessary, conspicuous messages are checked manually by our customer service. In the event of a violation of our User Agreement (including any of our rules and policies), we reserve the right to block the transmission of the message and to restrict the purchase and sales functions of your Know Your City account or to block your Know Your City account.

This is to protect our legitimate interests such as protecting against fraudulent or suspicious activities (e.g. spam, viruses, phishing or other illegal activities) or enforcing our User Agreement and our other rules and policies (e.g. illegal and other prohibited content), including but not limited to enforcing the prohibition of purchases and sales outside of Know Your City.

Are you obliged to provide your personal data to us?

Some of the personal data that you provide to us (e.g. data by which we can identify you) are required to enter into the User Agreement and the Payments Terms of Use. For example, under the Payments Terms of Use you must provide us with certain identification information including legal name, date of birth, and tax identification number or social security number so that we may fulfill our legal "Know Your Customer" (KYC) obligations. As described elsewhere in our User Privacy Notice and in the Payments Terms of Use, we may share this data with other Know Your City group companies in order to facilitate transactions and with service providers, including payment processors, credit agencies and bureaus. Although the provision of any other personal data (e.g. address and shipping data) is voluntary, it may be necessary for the use of our Services, such as purchase and sales data to complete a transaction.

Children's Privacy

Our services are not intended for use by children. We do not knowingly collect personal data from users who are considered children under applicable national laws. Under our User Agreement, children are not permitted to use our Services.