



eBay Inc.'s global portfolio of businesses enables millions of people around the world to buy, sell and pay online. Our Global Asset Protection team promotes the safe use of our platforms and collaborates with local, federal and international law enforcement to assist the apprehending and prosecuting of criminals.

## Resources for Law Enforcement Investigations

eBay Inc developed two new systems to enable law enforcement officers or government officials 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 via PC and without the need of faxing a data request. An eBay user ID, 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**. eBay is in the process of rolling out a single point of contact (SPOC) programme in Australia.

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

- **LEERS** (Law Enforcement eRequest System) is a new online webform designed for law enforcement and government agencies to submit their eBay data requests, inclusive of uploading their supporting documents request forms (i.e. summons, subpoena, letterhead, etc.). This site is only for use by law enforcement or government personnel who will be required to go through an authentication process and only after approved, may use the LEERS site.

To submit a request through LEERS, go to <https://lers.corp.ebay.com> and select "**Australia**" from the dropdown.

- LEERS has replaced the previous process of faxing, mailing or emailing data requests to the Global Asset Protection team.

## Service Level for Requests

- Data requests submitted via LEERS are processed in approximately **20 days**.
- Data requests submitted outside of LEERS are processed in approximately **45 days**.

## Requirements for Submitting eBay Data Requests

All data requests must comply with the following legal requirements:

- Requests can be made in the form of a summons, subpoena, or letterhead equivalent and addressed to **eBay International AG**.
- Must be signed by the law enforcement officer in charge of the investigation.



➤ **Requests should also include:**

- ✓ Officer/government official information - officer's name, department, law enforcement identification number (if available), street address, telephone, fax and email address.
- ✓ Subject information - All known email addresses, eBay user id's, names, and aliases of the subject.
- ✓ **Exactly what information is required, how it pertains to eBay and your investigation.**
- ✓ Why the information is reasonably necessary for law enforcement.
- ✓ The relevant act the information is being requested under.

**NOTE:** Priority will be given only in particular circumstances (i.e. life threatening issues, etc.) and only where the sense of urgency is appropriately specified.

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

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

**Quick Takeaways**

**Correct Entity name: eBay International AG**

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

**LEERS link: <https://lers.corp.ebay.com/AIP/portal/home.do?locale=en-AU>**