

**MARKETPLACER'S POLICY ON RESPONDING TO LAW ENFORCEMENT OR PUBLIC
AUTHORITY REQUESTS FOR CUSTOMER DATA**

Effective Date: 15 July 2022

These guidelines provide information about how Marketplacer will respond to law enforcement officials requesting data hosted by Marketplacer related to its provision of services to its customers ("Customer Data"), consistent with our [Privacy Policy](#).

To obtain Customer Data from Marketplacer, public authority and law enforcement officials must provide legal process appropriate for the type of information sought, such as a subpoena, court order, or a warrant. Please review these guidelines before submitting a law enforcement request to Marketplacer.

Marketplacer respects the rules and laws of the jurisdictions in which it operates, as well as the privacy and rights of its customers. Accordingly, if Marketplacer receives a request from law enforcement or a public authority, it is Marketplacer's policy to respond in accordance with the following principles:

- We provide Customer Data in response to law enforcement or other public authority requests **only when we reasonably believe that we are legally required to do so**. We do not release Customer Data without a valid and binding legal demand served on us.
- To protect our customers' rights, our legal team will carefully review requests to ensure that they comply with the law and are within the powers of the requesting authority or law enforcement official. Marketplacer will object to requests where production is prohibited or where the process served is insufficient to compel production of the requested data under applicable laws.
- Marketplacer will strictly construe requests for data, and limit or object to requests that are overbroad or otherwise inappropriate.
- When Customer Data is requested from Marketplacer, we will first instruct the requestor to obtain that information directly from the data controller, being our customer and the operator of the relevant online marketplace powered by our service. We will not provide Customer Data unless the requestor convinces us that they cannot obtain the data directly from our customer.
- Unless prohibited from doing so, Marketplacer will notify its customers before disclosing Customer Data.

These guidelines are intended to serve as an informational resource and do not create obligations or waive any objections concerning how Marketplacer will respond in any particular case or request.

SERVING A VALID LAW ENFORCEMENT REQUEST & CONTACT INFORMATION

Regardless of jurisdiction, Marketplacer's process for receiving and responding to legitimate legal requests is centralised. Accordingly, all requests may be sent to



legal@marketplacer.com, provided that in each case such emails are transmitted from the official email address of the requesting government or law enforcement agency.

While we agree to accept service of public authority and law enforcement requests by email, neither Marketplacer nor our customers waive any legal rights based on this accommodation.

Each request must include all contact information for the authorized public authority or law enforcement agency official submitting the request such as:

- Requesting agency name
- Requesting agent name and badge/identification number
- Requesting agent employer-issued email address
- Requesting agent phone contact, including any extension
- Requesting agent mailing address (PO Box will not be accepted)
- Requested response date

REIMBURSEMENT

Marketplacer may seek reimbursement for costs associated with responding to law enforcement requests for information, particularly if the costs incurred are the result of responding to burdensome or unique requests.

