

Libsy Privacy Policy

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When it comes to your personal data, safety and transparency take top priority here at Vinted. To help you understand what information we collect about you, how we use it and what rights you have, we've prepared this detailed Privacy Policy.

1. Welcome to Libsy

We are Libsy LLC ("Libsy", "we", "our" or "us") and we operate the Libsy app and website. Our address is 30 El-Orouba Street - Heliopolis - Cairo - Egypt.

We want to explain here how we use personal information about you (your data).

Libsy can be accessed via our app or on our website (the Service). When you use our Service, we will collect and use data about you. We have written this Privacy Policy to explain what data we collect, how we use it and what choices you have in relation to your data.

We also use cookies, which are files that are stored on your device and access information.

2. What data do we collect and how do we use it?

We collect your data when you register to Libsy and when you are using our Service. We use your data so that you can use the Service and, from time to time, we may use your data to comply with our legal obligations or for other legitimate reasons. There may also be times when we ask for your consent to use your data.

We collect data from you when you use our Service or when you provide it to us, for example when you:

- Register to use the Service.
- List an item for sale or sell an item.

- Make an offer or buy an item.
- View, like, save, search for or comment on an item, add an item to your bag or communicate with other users.
- Sign up to our marketing emails and push notifications.
- Complete a form or survey.
- Participate in a research interview or focus group.
- Enter a competition or take part in a promotion.

We have listed below more information on the types of data we collect and why we use it.

2.1 Contact Details and Proof of Identity:

When you open your account you will provide us with contact information like your name, email address, telephone number and address.

We use this contact information so we can get in touch with you:

- About the products you buy and sell through the Service.
- About queries, issues or concerns you or other users have.
- To ask you to complete a form or survey.
- To ask you to participate in a research interview or focus group.

We also collect your date of birth when you create an account, which we use for our legitimate interests in verifying your details, understanding the age range of our users, and providing age-appropriate service and support to our users.

2.2 Comments and Opinions

If you contact us, for example by email, phone, post or complete an online form, we will collect the comments and opinions you communicate to us.

We also collect data you provide to us, which includes comments and opinions when you:

- Complete a form or survey.
- Participate in a research interview or focus group.
- Post on community boards or other message areas.

We use comments and opinions where we have a legitimate interest to address any issues, concerns or questions, as well as to make our Service better for you and other users.

Kindly notice: that we could use your date to review other users' reports of your use of our platform.

2.3 Your Content and Images

We collect your content, which may feature images containing your personal data when you voluntarily submit it to us when using the Service. We may use your content and/or images in our online and offline marketing campaigns, which may be conducted via third parties on our behalf

2.4 In-App Messages, Comments and Item Descriptions

If you send in-app messages or comments or provide item descriptions, we may access, store and review these:

- To help with fulfilling an order made via our Service.
- To respond to issues, concerns, queries or disputes raised by users and to resolve disputes.
- If we believe the messages are in breach of our Terms of Service, or show that you have breached our Terms of Service, for example for the purposes of fraud prevention and/or safety of our users.

2.5 Payment and Transactions

If you sell an item using our Service we may share your name, address, email address and phone number with our shipping partner for inclusion on the shipping label to provide the Service to you.

If you use one of our payment partners Paymob, you authorise Libsy to pass any information and payment instructions you provide (which may include name, email address, unique customer identifier, order ID, bank account details, payment card details, card expiration date, CVC code, date/time/amount of transaction, merchant name/ID and location) to the extent required to complete payments via the Service. Our support and moderation team will also have access to this information in order to process and support transactions and moderate refunds.

Our payment partners may also collect your information, including information collected by cookies or other similar means, to the extent this is necessary to process the transactions or to satisfy security requirements.

We also use your transaction information and your purchase history to help decide which products and services you might be interested in hearing about and to send you marketing messages about them.

2.6 Data from Social Accounts

If you connect your Libsy account to a social network account, such as Facebook or other social networks, we will collect data about you from the social network. We will do this in accordance with the privacy settings you have on that social network.

The data we may receive includes your name, ID or handle, profile picture, gender, username, user ID, age or age range, language, country, friends list, follower list and any other information you agree to share.

We use this data to help create your public profile on our Service and help you share your experiences on our Service with your friends, followers or contacts on the social network you have connected your Libsy account to.

If you agree, we may also use your data to give you updates on the social network which might be of interest to you or any promotion you are taking part in. We won't post to your social network or friends, followers or contacts without your permission.

2.7 Your Preferences

We use the preference and notification settings you have chosen to:

- Provide you with notifications.
- Send you marketing communications.
- Change how our app and/or website is displayed to you.
- Change what content you see through our Service.
- Display how many people add an item you are interested in into their cart.

3. How you connect to and use our Service

We collect data about how you use our Service. This includes:

- Profiles you have viewed.
- Items you have listed, viewed, added to your Cart, bought, sold, searched for, saved, shared, liked or commented on.
- The time you access our Service and for how long.
- The website you came to our website from or went to after leaving our website.
- Any choices you make when using our Service.

We use this data (with the help of third-party analytics providers) to:

- Understand how our Service is used, which we use for the legitimate interests of improving our Service.
- Show you your feed and search results on our Service and order the results in a way that is relevant to you. We use technology (an algorithm) that uses your preferences and, where you have consented to us using your location data, your location to do this.
- Display your items to the most relevant potential buyers. We use technology (an algorithm) to do this.
- Display the aggregate number of users interested in an item (e.g. by displaying the number of views, offers or the number of users who have added the item to their cart).
- Send you tips and other notifications we think will improve your experience of the Service.
- Assess if our marketing campaigns or promotions have been successful.
- Send you marketing (including via email) about products and services we think may be of interest to you.
- Detect or prevent any breach of our Terms of Service.

3.1 Location

If you have given us your consent, for example via your device settings where permissible, we collect and use your location information to provide you with features of the Service that are relevant to you and your location. Aggregated postcode information is also occasionally used to measure the performance of marketing campaigns we conduct. We may use other information we have together with your location to do this. For example, this helps you to search for items that are for sale in your local area.

3.2 Other Users

Sometimes other users of our Service may provide data about you, such as comments, feedback, and likes relating to your items, and messages they send to you.

Other users can also share information about an item they have bought from you on other social networks that link to Libsy. However, this is only information that is already public.

If users want to invite you to use our Service or share information about our Service, we will use the data they provide to us about you to help them to do this. We will only do this if they have told us that you have agreed they can communicate with you in this way.

3.3 Fraudulent or Criminal Activity, or activity that violates our Terms

We use data about fraudulent or criminal activity which is related to your use of our Service. We use this for our legitimate interests in detecting and preventing fraud and crime, and to comply with our legal obligations. So that we can provide the Service to you on the basis of our Terms and Conditions, we may monitor the data you provide when using the Service to detect and respond to potential fraud, abuse or breaches of our Terms of Service, including listings (description, price), messages, user profile information, phone number, location, linked account information and/or device ID. This can lead to various enforcement actions, from issuing an account warning and content removal to permanently banning an account from the platform. In some cases, to protect our Service, this detection and enforcement takes place automatically using machine learning tools (such as in the case of detecting fraud, phishing, commercial spam or users that may have previously been removed from our Service).

3.4 Other uses of your data

We will use the data we collect to:

- Monitor and improve our Service.
- Help us develop new products and services.

When we use your data for these purposes, this won't result in any data that wasn't previously publicly available being made public on our Service.

We also use your data to resolve disputes between users, provide support to users, to troubleshoot and help solve problems, and to enforce our Terms and conditions.

4. Your Marketing Preferences

We may send you emails about products and services we think you will like, but you can always tell us if you don't want to receive these anymore.

If you give us your permission, we will send you push notifications and share your email address with third parties you have told us you are happy to hear from about their products and services. When you give us your permission, you can always tell us later if you have changed your mind.

- **Email:** We may contact you by email about our products and services. If you don't want us to contact you by email with marketing messages, you can unsubscribe from our marketing emails by clicking on the unsubscribe link in the emails we send to you.
- **Push notifications:** If you give us permission in your device settings to send push notifications, we will send you these notifications from our Service. You can change your push notification settings at any time in your device settings or via the Libsy app.
- **Third parties:** If you have given us your permission, we may share your email address with certain third parties so they can send you email messages about their products and services.

If you give us your permission but you later change your mind and you don't want us to share your email address with third parties.

5. Advertising on the Service and other websites

We may use your data to show you advertisements, both on the Service and on other websites, for products we think you will be interested in. This usually involves using Cookies, which are small files stored on your device when you visit a website or similar technologies.

We, and advertising partners we work with, may show you advertising on the Service or other websites by using your data to show you adverts for products we think you will like. These adverts may be on the Service, or on other websites or apps (where our partner has advertising space there).

This works by collecting data about how you use the Service and other web pages, as well as content and ads that you or others using your device, interact with, visit or view. This information may also include the location and the IP address of the device you are using to access the Service.

We may share this type of data with our advertising partners to help measure how successful our advertising has been.

We may share certain information with third-party advertising platforms such as Facebook, TikTok, Snapchat and Google to enable us to better target our advertising on those third-party platforms to users of our Service who are also users on those platforms, or to individuals on those platforms that may be similar to users of our Service.

In addition, we may also use the information we collect via the Libsy app to create "audience groups" for our advertising on third-party platforms. In those circumstances, we may share certain information with third-party platform providers which allows us to better target our advertising to users on those third-party platforms. Any third-party platforms will also have their own privacy policies which you should read.

6. What data can other users see through the Service?

When you use our Service, some of your data is public and can be seen by others. This includes your profile information, such as your username, profile picture, city location, who follows you and who you are following. Information about items you list to sell and any reviews you give are public, and some things you do on our Service such as buy or sell an item are also public. This information is public to allow buyers and sellers to use our Service, including to allow buyers and sellers to make informed decisions regarding purchases and sales. If you want us to, we will post on social networks you have linked to the Service about your use of the Service.

Our Service helps users interact with each other. To make this happen, some data generated through the Service is shared with other users of the Service.

- **User profile:** When you create an account, the Service creates a user profile for you. The data in your user profile is publicly available. This includes your username, city and country location, your followers and who you are following, and details about the items you are selling.

You can also choose to add information to your profile, such as a profile picture, profile description or bio, and website address. If you add these to your profile, they will also be publicly available.

Item listings: If you list an item for sale on the Service, any information you add to the listing will be publicly available. This includes item photographs, videos, price and description.

Any comments or links from other users on your item listing, and any replies, comments or images you post, will also be publicly available.

Other users can share a link to an item they have bought from you on the Service on other social networks that are linked to the Service.

- **Your activity on the Service:** By default, some of your activities on the Service are public. These are when you follow a user, when a user follows you, when you were last logged in (e.g. "Active yesterday") when you comment on or like an item, list an item for sale, when your item is sold, when you buy an item, when you review an item or when you receive a review. These activities are public to allow buyers and sellers to use our Service, including to allow them to make informed decisions regarding purchases and sales.
- **Social networks you link to the Service:** If you have chosen to, we will post updates about your use of the Service to social networks that you have linked to the Service.

7. Who do we share your data with?

We may need to share your data, for example with other companies that are in our group of companies, to third parties that provide us with services or for legal reasons.

We may share your data with:

- **Companies in our group:** This includes our subsidiaries (any company we own or control), our ultimate holding company (any company that owns or controls us) and any subsidiaries it owns. Companies within our group will only use your data to provide you with the Service and for any other purpose we have described in this Privacy Policy.
- **Our service providers:** These are third parties that provide services to us. These third parties are only allowed to use your data in accordance with our instructions to them. We may need to share your data with service providers such as:
 - Shipping providers, if you have chosen to use their services for items you sell or purchase.
 - Payment providers, to process sales transactions.
 - Identification verification service providers, to verify your access to the Service and prevent fraudulent activity on your account.
 - Moderators who monitor our Service, to ensure our Terms of Service are not being breached and that no criminal activity is taking place using our Service.
 - Analytics providers, who help us better understand how our Service is used (see How you connect to and use our Service for more information).

In some cases, our service providers may collect data directly from you, for example, if they are asked to conduct a survey for us. Where this happens, you will be notified of their involvement and any data you provide to them will be completely optional. The service provider's use of your data is governed by its privacy policy.

- **Advertising partners:** We may share data about users of the Service with our advertising partners to help us better target our ads and understand the effectiveness of our ads, as described above. We obtain your consent before doing so where applicable laws require us to obtain your consent or rely on legitimate interest.

- **Law enforcement, regulators and others for legal reasons:** If we are under a legal obligation, we may need to disclose your data to third parties such as law enforcement or regulators. We may also need to disclose your data to third parties to protect our (or other's) rights, property or safety or to detect or investigate illegal activity and any breaches of agreements we have with you, including our Terms and Conditions.
- **Business reorganisation:** In the event of a sale, merger, liquidation, receivership or transfer of Libsy's assets, we may need to share your data with the relevant third parties, which is in our legitimate interests in order to conduct our business and affect these transactions.

8. How long do we keep your data?

We will only keep your data for as long as we need it. If you have an account, this means we keep your data when your account is active. If your account is deactivated, we also keep your data for a reasonable period of time afterwards. We may also keep your data for legal or technical reasons.

We only keep your data for as long as we need it and for the purpose it was collected. This includes when we need to keep your data to comply with any legal, compliance, accounting or reporting requirements, or for the purposes of fraud prevention.

When we decide how long we need to keep your data for, we take into account the amount, nature, and sensitivity of the data, the potential risk of harm from unauthorised use or disclosure of your data, the purposes we use your data for and whether we can achieve those purposes another way, and applicable legal requirements.

If you have an account with us, we will keep your data for as long as your account is active. If you deactivate your account, or we deactivate it because you have been inactive for a long time, your data will be kept for a period of time after your account has been deactivated.

After your account has been deactivated, we may also need to keep your data for legal or technical reasons (including backup systems), for example, to retain proof of transactions, so we can enforce our rights, and enable the other party to a transaction to access records of past purchases or sales. Following this period, we will either delete the data or change it to a form that does not identify you, with or without notice to you.

If your account is deactivated, some of your data may persist and appear within the Service, for example where your data has been shared by other users of our Service. If your account has been banned, we will retain certain data about you to prevent you from opening a new account, in order to protect us, our users and the safety of our Service.

9. Your Rights

You have certain rights relating to the data we hold about you. If you make a request, we may not be required to comply with it, but if that happens, we will explain why. If you want to exercise any of your rights you can contact us using the details set out in [\[SUPPORT LINK\]](#).

- **Right of access:** You can ask to confirm the data we hold about you and to request a copy of that data.
- **Right to correct your data:** You can ask us to correct any data we hold about you if it is inaccurate or incomplete.
- **Right to erasure:** In certain circumstances, you can ask us to erase your data. However, we may not always be required to comply with your request for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- **Right to object:** You can object to us processing your data where we are relying on a legitimate interest and you believe it impacts your fundamental rights and freedoms. We will consider your objection but we may not be required to comply with your request, for example, if we can demonstrate that our legitimate grounds override your rights and freedoms.
- **Right to request the transfer of your data:** You have the right to request a transfer of certain of your data to you or a third party of your choice, which we will provide in a structured, commonly used, machine-readable format.

To exercise any of your rights, or if you have any questions about your rights, please contact us by using the details set out in [\[SUPPORT LINK\]](#). We may need to request specific information from you when you exercise your rights to confirm your identity and to speed up our response. We may not be able to fulfil your request if we are not able to identify you.

We try to respond to all valid requests within one month (once we have been able to verify your identity if we need to). Sometimes it may take us longer than this if your request is particularly complex or you have made a number of requests. If this is the case, we will let you know if we need more time to respond.