

SellMyDevice Privacy Policy

This SellMyDevice Privacy Policy explains how personal information about you is collected, used and disclosed by eReplacements, Inc. (doing business as SellMyDevice) ("SellMyDevice", "we" or "us") when you access and use SellMyDevice's websites, applications and services that link to this Privacy Policy (collectively, the "Services").

Personal Information Collection

Information You Provide to Us.

We collect information you provide directly to us. For example, we collect information about you when you: (a) transact with us (e.g., sell, donate, ship, or purchase a device or offer to do any of the foregoing); (b) contact us for help or customer support; (c) complete a survey; or (d) post content or provide us with feedback. The types of personal information we may collect include your name, phone number, address, email address, and zip code.

Providing certain information is purely optional on your part; however, not all features and services (such as selling or donating a device or communicating with us) would be available to you if you elect not to provide any information.

Information We Collect Automatically.

We automatically collect information about you when you use our Services. For example, we may collect:

- Transactional Data: When you sell, donate, ship, or otherwise transact using the Services, we collect information about the transaction including device specifications, purchase price, and date and location of the transaction.
- Device Information: We collect information about the device you use to access our Services, including the hardware model, operating system and version, and unique device identifiers.
- Log and Usage Information: We automatically receive and collect information on our server logs from your browser, including your IP address, the Uniform Resource Locator ("URL") that you just came from, which URL you next go to, browser type, browser language, date and time of your query, SellMyDevice cookie information, and the pages you request.
- Information Collected by Cookies and Similar Tracking Technologies: We (and our service providers) use different technologies to collect information, including cookies and web beacons. For more information about cookies and how to disable them, see "Cookies and Other Tracking Technologies" below.

Information We Derive. We may derive information or draw inferences about you based on the information we collect. For example, we may make inferences about your location based on your IP address.

Use of Personal Information

We primarily use your personal information to provide the Services to you. We also use your personal information to: (a) send you marketing messages and to customize, measure, and analyze the advertising and content you see; (b) fulfill any transactions, including your requests for products and services and send you related information (including by text message), such as confirmations, receipts, invoices, updated offers, and customer experience surveys; (c) personalize and improve your experience on our Services and offerings to you; (d) monitor and analyze trends, usage and activities in connection with our Services, including conducting research (for example, we may contact you for feedback about our products); (e) respond to your comments and questions and provide you with customer support; (f) send you technical notices, security alerts and administration messages, including providing you with updates and notices about the Services, our Privacy Policy and terms and conditions; (g) communicate with you regarding the Services; (h) communicate with you about products, services and events and provide you with new, information and offers from us, our affiliates and from third parties that may be of interest to you; (i) detect, investigate and prevent fraud, security incidents and other malicious, deceptive or illegal activity and, where necessary, to protect the rights and property of ourselves and third parties; (j) comply with our legal, regulatory and financial obligations; (k) diagnose problems with our servers and software, including debugging to identify and repair errors in our Services; and (l) carry out any other purpose described to you at the time the information was collected.

Cookies and Other Tracking Technologies

We use various technologies to collect information, and this may include placing cookies on your computer. A "cookie" is a small file containing a string of characters that is sent to your computer and stored on your hard drive when you visit a website; many major Web services use them, including to provide useful features for their users. Most browsers are initially set up to accept cookies. You can usually reset or adjust your browser to remove or refuse all cookies or to indicate when a cookie is being sent; however, if you reject or remove cookies, it could affect the availability and functionality of the Services. SellMyDevice uses cookies for the following general purposes: (a) to provide you with personalized content and messaging and to provide and improve our Services and your experience; (b) to display the most appropriate advertisements, based on your interests and activity on our web site; and (c) to help us analyze and estimate our traffic and use of features on the Services; and (d) to keep track of items you wish to sell and to alert you if you don't use our pre-paid label to ship your device.

We may also use "pixel tags," which are small graphic files that can collect information such as the IP address of the computer that downloaded the page on which the tag appears; the URL of the page on which the pixel tag appears; the time (and length of time) the page containing the pixel tag was viewed; the type of browser that retrieved the pixel tag; and the identification number of any cookie previously placed by that server on your computer. We may use pixel tags,

either provided by us or by our third party advertisers and ad networks, to collect information about your visit, including the pages you view, the links you click and other actions taken in connection with our sites and Services and use them in combination with our cookies to provide offers and information of interest to you.

We also may allow certain analytic services and providers of applications used on the Services (e.g. sharing buttons) to collect information by placing cookies on the Services that will track certain performance of our Services, such as, web traffic, click-throughs, etc., in order to assist us and our service providers in better understanding the interests of our users and to better serve those interests.

Personal Information Sharing and Disclosure

SellMyDevice does not share personal information about you with other people or third parties except when we have your permission or at your instruction, or under the following circumstances:

- To vendors, service providers, and consultants who work on behalf of SellMyDevice and perform services for us, including web hosting, shipping and delivery, payment processing, assisting with promotions, and providing technical services;
- To marketing partners we work with to promote the Services to the general public;
- In response to subpoenas, court orders, or legal process, or to establish or exercise our legal rights or defend against legal claims;
- When we believe it is necessary to share information in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of SellMyDevice's terms of use or to otherwise protect the rights, property and safety of SellMyDevice, our users, the public or others;
- If we believe that disclosure is in accordance with, or required by, any applicable law or legal process, including lawful requests by public authorities to meet national security or law enforcement requirements;
- With our lawyers and other professional advisors where necessary to obtain advice or otherwise protect and manage our business interests;
- Personal information is shared between and among SellMyDevice and our current and future parents, affiliates, and subsidiaries and other companies under common control and ownership; and
- In connection with or during negotiations concerning any merger, sale of company assets, financing or acquisition by another company.

We may also share aggregated or de-identified information that cannot reasonably be used by third parties to identify you.

Security

We maintain physical, electronic, and procedural safeguards to protect the confidentiality and security of your personal data and other information transmitted to us. However, no data transmission over the internet or other network can be guaranteed to be 100% secure.

Your Choices

Email Communications Preferences

You will have the opportunity to opt out of receiving promotional email communications at any time by following the instructions set out in those communications. If you opt out, we may continue to send you certain non-promotional email communications relating to the Services, such as (a) communications related to fulfilling a transaction, (b) service announcements, (c) notices regarding SellMyDevice's legal terms and this Privacy Policy. You will not have the opportunity to opt-out of receiving such notices.

SMS Text Messages

SellMyDevice Text Message Terms and Conditions. This section ("Text Message Terms") applies to your participation in one or more of SellMyDevice's text messaging programs (the "Program"). Your participation in the program constitutes your express consent to receive recurring and nonrecurring automated text messages (e.g., SMS and MMS) at the mobile number you provided, including text messages that may be sent using an automatic telephone dialing system.

The Program may include recurring and nonrecurring text messages relating to promotions, products, your orders, cart reminders, transactional communications, requests for customer feedback and customer experience reviews, and information that we think will be of interest to you. Message frequency varies. SellMyDevice reserves the right to alter the frequency of messages sent at any time, so as to increase or decrease the total number of sent text messages. Consent to receive automated marketing text messages is not a condition of trade-in. We do not charge for the service, but you are responsible for all charges and fees associated with text messaging imposed by your wireless provider. Message and data rates may apply. Not all mobile phone carriers and not all mobile devices or handsets may be supported, and our text messages may not be deliverable in all areas. SellMyDevice reserves the right to add or remove mobile phone carriers from the Program from time to time.

You may opt out of the Program at any time. If you wish to unsubscribe, text STOP, UNSUBSCRIBE, CANCEL, END or QUIT to any text message sent from us. After texting us STOP, you will receive one additional message confirming that your request has been processed. You understand and agree that alternative methods of opting out, such as using alternative words or requests, may not be recognized by SellMyDevice as an unsubscribe request and that SellMyDevice and its service providers will have no liability for failing to honor such requests.

For any questions, please text HELP to the number you received the messages from. You can also contact us at info@sellmydevice.com for more information.

We have the right to modify any telephone number or short code we use to operate the service at any time. You will be notified on such occasions. You agree that if we have provided you with such notice, any messages you send to a telephone number or short code we have changed, including any STOP or HELP requests, may not be received, and we will not be liable for honoring requests made in such messages.

To the extent permitted by applicable law, you agree that SellMyDevice, our service providers and the mobile phone carriers will not be liable for failed, delayed, undelivered or misdirected text messages, including any information contained therein, sent in connection with the Program, any errors in such text messages, and/or any action you may or may not take in reliance on the text messages or Program.

Third Parties

SellMyDevice does not control the privacy policies of third parties, and you are subject to the privacy policies of those third parties where applicable. We encourage you to ask questions before you disclose your personal information to others. For more information about each such third party, please refer to the third party's privacy policy.

Changes to this Privacy Policy

We may amend this Privacy Policy at any time by posting the amended terms on this site. We will notify you of such changes by revising the date at the top of the policy and in some cases, we may provide you with additional notice to the primary email address specified to SellMyDevice or by placing a notice on our site.

Children

SellMyDevice is intended for general audiences age 18 or older. SellMyDevice does not knowingly collect or maintain information from users under 13, and no part of the Services are targeted to attract anyone under 13.

Request for Information

If you have questions, concerns or suggestions, please feel free to send an email to info@sellmydevice.com.

Last Update: May 17, 2024