

Requests for Information Policy

Etsy aims to be a transparent and mindful company. In that spirit of transparency, this policy explains how we respond to requests for records or information about members of Etsy's community.

This policy does not constitute legal advice or a promise that Etsy will respond in a specific way or at all. Etsy reserves the right to deviate from these practices at any time. This policy is a part of our [Terms of Use](#). By using Etsy or requesting information on Etsy or our members, you're agreeing to this policy and our Terms of Use.

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1. Etsy Member Records and Information

Before you contact Etsy for records or information, first see if the information you are seeking is publicly available or request the records directly from the relevant Etsy member.

Some information about Etsy buyers and sellers (which we collectively refer to in this policy as "Etsy Members") and Etsy Shops (which we refer to as "Shops"), such as a Shop's name, the public name of its owner, and the Shop's policies, is public and can be viewed by anyone at any time. In addition, Etsy members may have access to certain records by logging in to their accounts. For example, Etsy sellers can access and download sales records in .csv format, and all members can view their Messages history by navigating to the relevant pages in their Etsy accounts.

For more information about the records Etsy collects, please see our [Privacy Policy](#).

2. Etsy Requires Valid Legal Process

Except in emergency situations or when consistent with our [Terms of Use](#), [Privacy Policy](#), and applicable law, Etsy requires valid and sufficient legal process (for example, a subpoena or court order) to compel us to disclose records or information about an Etsy member.

Legal process must contain enough identifying information so that Etsy can identify the member's account. A common name, for example, does not uniquely identify a member's account. Your legal process should include information such as an email address, transaction ID, username, shop name, or payment information.

3. Serving Etsy with Legal Process to Request Access to Member Information

Before obtaining legal process, and contacting Etsy, please check the location of the member whose information you are seeking.

Requests for information relating to Etsy members located in North and South America should be directed to Etsy, Inc. in the United States. Requests for information relating to all other Etsy members should be directed to Etsy Ireland UC.

All requests for member information must be made with valid and sufficient legal process. We may be able to expedite our review of your request if, in addition to providing us with proper legal service, you email a copy to legal@etsy.com (indicating, in the subject line,

whether the request is directed to Etsy, Inc. or Etsy Ireland UC).

Receipt of legal process by these means is for Etsy's convenience only and does not waive any objections, including lack of jurisdiction, subpoena power, or improper service.

As a US-based company, Etsy may require that non-US legal process be domesticated under a Mutual Legal Assistance Treaty ("MLAT"), letters rogatory, or section 1782 of the US code, as appropriate. Etsy Ireland UC may require that non-Irish legal process be domesticated under the Irish Criminal Justice (Mutual Assistance) Act 2008. Etsy Ireland UC will consider your request in accordance with the applicable Irish law, including the Data Protection Acts 1988 - 2018.

4. Emergency Circumstances

If your request for information involves an emergency regarding a danger of death or serious physical injury to a member of the Etsy community or any member of the public, please contact your local law enforcement. If you are a law enforcement officer seeking information relating to such an emergency, please email legal@etsy.com from your official email address and provide the following:

1. Your name and title, the government agency you work for, and your full contact information (government email address, phone number, and fax number);
2. A summary of the facts about the emergency situation, including how the situation poses a danger of death or serious physical injury to an Etsy member or any person;
3. The identity of the person or people who are in danger;
4. The specific records sought and how they relate to the emergency; and
5. Why legal process cannot be obtained and the records must be disclosed without delay.

5. Notice to the Member Whose Records Are Sought

When Etsy receives legal process seeking records or information about an Etsy member, Etsy may provide notice to that member, including a copy of the legal process. Etsy may also allow the member enough time to appear and object to the legal process in court, if necessary.

6. Requests for Witness Testimony

Etsy does not provide expert witnesses for trial or deposition. When Etsy produces records, we provide a standard records custodian declaration of authenticity. A live testimony by a records custodian is unnecessary because the records are self-authenticating.

7. Cost Reimbursement

Etsy may seek reimbursement for our costs directly incurred in searching for, assembling, collecting, and preparing records or information for production.