

Hit Vault California Privacy Notice

Last Modified: July 7, 2026

This California Privacy Notice (“Notice”) supplements the Hit Vault Privacy Policy and applies to California residents to the extent California privacy laws apply to Hit Vault LLC (“Hit Vault,” “we,” “us,” or “our”).

This Notice explains how we collect, use, disclose, retain, and protect personal information about California residents who visit or use the website located at hitvault.co and the online auction platform operated by Hit Vault, including account services, auction listings, payment processes, consignment-related services, and related features (collectively, the “Platform”).

Capitalized terms not defined in this Notice have the meanings given to them in the Privacy Policy or Terms and Conditions.

1. Personal Information May Be Collected

We may collect the following categories of personal information:

- (a) Identifiers, such as name, email address, phone number, mailing address, username, IP address, and account identifiers;
- (b) Customer records information, such as billing address, shipping address, and payment method information;
- (c) Commercial information, such as bids placed, purchases, consignments, payouts, invoices, order history, refund requests, and transaction records;
- (d) Internet or other electronic network activity information, such as browser type, device type, operating system, pages viewed, dates and times of access, and interactions with Platform features;
- (e) Approximate geolocation information, such as the general location inferred from an IP address;
- (f) Audio or visual information, such as photographs or videos submitted in connection with a consignment, refund request, or customer support matter;
- (g) Tax-related information provided for payout or tax reporting purposes, such as tax identification information; and
- (h) Sensitive personal information, such as government-issued identification, tax identification information, payment information, or financial account information, where reasonably necessary for the purposes described in this Notice.

Category	Examples	Collected
Identifiers	Name, email address, phone number, mailing address, username, account information, IP address, government-issued identification, tax identification information	Yes
California Customer Records Information	Name, address, telephone number, payment information, financial account information, government-issued identification, tax identification information	Yes

Protected Classification Characteristics	Age or date of birth, only if provided or needed to confirm eligibility to use the Platform	Limited
Commercial Information	Bids, purchases, auction activity, consignment history, payout records, invoices, order information, refund requests, chargebacks, and transaction history	Yes
Internet or Similar Network Activity	IP address, browser type, device type, operating system, pages viewed, access times, referring pages, cookie information, and interactions with Platform features	Yes
Geolocation Information	Approximate location derived from IP address, shipping address, or billing address	Limited
Biometric Information	Fingerprints, faceprints, voiceprints, retina or iris scans, or similar biometric identifiers	No
Sensory Information	Audio, electronic, visual, thermal, olfactory, or similar information about an individual	No
Professional or Employment-Related Information	Business contact information if you interact with Hit Vault on behalf of a company or entity	Limited, if provided
Education Information	Non-public education records	No
Inferences	Internal fraud, risk, transaction, or account indicators generated from Platform activity, payment activity, bidding activity, or transaction history	Limited
Sensitive Personal Information	Government-issued identification, tax identification information, payment information, financial account information, and information used for fraud prevention, identity verification, payment processing, payout processing, or legal compliance	Yes, where necessary

We do not knowingly collect personal information from users under 18.

2. Sources of Personal Information

We may collect personal information from the following sources:

- (a) directly from you, including when you create an account, place a bid, make a purchase, consign an item, submit a refund request, contact customer support, or otherwise communicate with Hit Vault;
- (b) automatically when you use the Platform, including through cookies and similar technologies;
- (c) payment processors and financial service providers;
- (d) shipping carriers and logistics providers;
- (e) insurance providers, if needed for coverage or claims;
- (f) identity verification, fraud prevention, or compliance-related service providers, if used by Hit Vault;
- (g) buyers, Consignors, or transaction participants, when needed to administer a transaction, dispute, refund request, or customer support matter; and

(h) public sources, where relevant to reviewing, describing, valuing, or verifying an item submitted to or listed by Hit Vault.

3. Purposes for Collecting and Using Personal Information

We may collect and use personal information for the following business or commercial purposes:

- (a) to create, administer, and maintain your account;
- (b) to operate the Platform;
- (c) to allow users to place bids and participate in auctions;
- (d) to process purchases, invoices, payments, payouts, refunds, and chargebacks;
- (e) to receive, review, inspect, photograph, catalog, store, market, auction, purchase, sell, and ship collectible trading cards and related items, including consigned items and items owned by Hit Vault;
- (f) to administer any guarantee program, including reviewing eligibility, tracking listing periods, determining whether a guarantee has triggered, processing any purchase by Hit Vault, and maintaining related records;
- (g) to verify identity and account information;
- (h) to detect, prevent, and respond to fraud, bid manipulation, shill bidding, payment issues, chargebacks, suspicious activity, and other misuse of the Platform;
- (i) to send account, auction, payment, shipping, payout, refund, dispute, and customer support communications;
- (j) to fulfill shipments and provide tracking information;
- (k) to administer refunds, returns, carrier claims, and insurance claims;
- (l) to enforce our Terms and Conditions, Auction Rules, Refund Policy, Consignment Agreement, and other agreements or policies;
- (m) to comply with tax reporting, legal, accounting, recordkeeping, and regulatory obligations;
- (n) to respond to lawful requests, subpoenas, court orders, government requests, or legal process;
- (o) to protect the rights, property, safety, and security of Hit Vault, users, Consignors, buyers, service providers, and others;
- (p) to analyze usage patterns, diagnose technical issues, maintain security, and improve Platform performance;
- (q) to send promotional emails about auctions, events, or Platform updates, where permitted by law or with your consent if consent is required; and
- (r) for any other purpose disclosed to you or with your consent.

4. Disclosure of Personal Information

We may disclose personal information to the following categories of recipients:

- (a) Service providers, including payment processors, shipping carriers, logistics providers, insurance providers, hosting providers, customer support providers, technology providers, fraud prevention providers, and identity verification providers;
- (b) Professional advisors, including lawyers, accountants, and auditors;
- (c) Buyers, Consignors, or other transaction participants, when needed to administer a sale, consignment, payout, refund, dispute, or customer support matter;
- (d) Government authorities, courts, or other parties, where disclosure is required or permitted by law, including to comply with legal process or to protect the rights, property, safety, or security of Hit Vault, users, or others; and
- (e) Successors or acquirers, in connection with a merger, acquisition, financing, reorganization, sale of assets, bankruptcy, dissolution, or similar business transaction involving Hit Vault.

Category of Recipient	Purpose
Payment processors and financial service providers	Payment processing, payout processing, fraud screening, chargeback handling, transaction verification
Shipping carriers and logistics providers	Shipment, tracking, delivery confirmation, delivery support, carrier claims
Insurance providers	Coverage for consigned property, shipment insurance, claims handling
Technology and hosting providers	Platform operation, hosting, account functionality, technical support
Fraud prevention, identity verification, and compliance providers	Fraud detection, identity verification, transaction review, compliance support
Customer support and professional advisors	Customer support, legal, accounting, tax, audit, and business support
Buyers or Consignors	Limited transaction administration, disputes, refunds, payouts, and customer support
Government authorities, courts, or law enforcement	Legal compliance, lawful requests, claims, investigations
Successors or transaction parties	Merger, acquisition, financing, reorganization, sale of assets, bankruptcy, dissolution, or similar business transaction

5. Sale or Sharing of Personal Information

Hit Vault does not sell personal information for money.

Hit Vault does not sell sensitive personal information.

Hit Vault does not knowingly sell or share personal information of users under 18.

Hit Vault does not knowingly share personal information for cross-context behavioral advertising. If Hit Vault later engages in activities that constitute “selling” or “sharing” personal information

under applicable California privacy laws, Hit Vault will update this Notice and provide any required opt-out mechanism.

6. Sensitive Personal Information

We may collect sensitive personal information only where reasonably necessary for Platform operations, payment processing, payout processing, identity verification, fraud prevention, tax reporting, legal compliance, or other purposes described in this Notice or the Privacy Policy.

We do not use sensitive personal information to infer characteristics about you.

We do not sell sensitive personal information.

7. Retention of Personal Information

We retain personal information for as long as reasonably necessary to provide the Platform, administer accounts, process transactions, maintain business records, resolve disputes, prevent fraud, comply with legal and tax obligations, enforce agreements, and protect our rights.

Retention periods may vary depending on the type of information, the purpose for which it was collected, legal requirements, transaction history, dispute history, fraud prevention needs, and business recordkeeping needs.

8. California Privacy Rights

If applicable California privacy laws apply to Hit Vault, California residents may have the following rights, subject to legal exceptions:

- (a) Right to Know / Access: You may request that we disclose the categories and specific pieces of personal information we collected about you.
- (b) Right to Data Portability: You may request a copy of personal information in a portable format where required by law.
- (c) Right to Correct: You may request that we correct inaccurate personal information.
- (d) Right to Delete: You may request that we delete personal information we collected from or about you.
- (e) Right to Opt Out of Sale or Sharing: You may request to opt out of any sale or sharing of personal information, if applicable.
- (f) Right to Limit Use of Sensitive Personal Information: You may request limitations on certain uses of sensitive personal information, if applicable.
- (g) Right to Non-Discrimination: You have the right not to receive discriminatory treatment for exercising privacy rights.

9. How to Exercise California Privacy Rights

To submit a California privacy request, contact us at:

Email: info@hitvault.co

Mail:

Hit Vault LLC
18756 Stone Oak Parkway, Suite 200
San Antonio, Texas 78258

Your request should include:

- (a) your full name;
- (b) your account email, if applicable;
- (c) the right you wish to exercise;
- (d) enough information for us to reasonably verify your identity; and
- (e) enough detail for us to understand, evaluate, and respond to your request.

We may request additional information to verify your identity or authority to make the request. We will use information provided in a privacy request only to verify and respond to the request, except as otherwise permitted by law.

We may deny a request where permitted by law, including if we cannot verify your identity, if the request would affect another person's privacy, if the information is needed to complete a transaction, prevent fraud, comply with legal obligations, maintain business records, resolve disputes, enforce agreements, or protect our rights.

10. Authorized Agents

You may authorize another person to submit a California privacy request on your behalf if applicable law permits it. We may request proof that the authorized agent has authority to act on your behalf and may also require you to verify your identity directly with us.

11. Response Timing

We will respond to verified California privacy requests within the time required by applicable law. If we need additional time, we may extend the response period where permitted by law and will provide notice of the extension.

12. Appeals

If applicable law gives you a right to appeal a decision we make about a privacy request, you may appeal by contacting us at info@hitvault.co with the subject line "California Privacy Appeal."

13. Non-Discrimination

We will not discriminate against you for exercising any privacy rights available to you under applicable California privacy laws. For example, we will not deny goods or services, charge a different price, or provide a different level of service solely because you exercised a privacy right, except as permitted by law.

14. Financial Incentives

We do not currently offer financial incentives in exchange for the collection, retention, sale, or sharing of personal information.

15. Other California Privacy Rights

California's "Shine the Light" law permits California residents to request certain information about our disclosure of personal information to third parties for their direct marketing purposes. Hit Vault does not disclose personal information to third parties for their own direct marketing purposes without consent.

16. Accessibility

If you need this Notice in an alternative format due to a disability, contact us at info@hitvault.co.

17. Changes to This Notice

We may update this Notice from time to time. The "Last Modified" date above indicates when this Notice was last updated.

If we make material changes to this Notice, we may notify you by email, by posting a notice on the Platform, or by other reasonable means.

18. Contact Us

If you have questions about this Notice or wish to submit a California privacy request, contact us at:

Hit Vault LLC
18756 Stone Oak Parkway, Suite 200
San Antonio, Texas 78258
Email: info@hitvault.co