

Hit Vault Privacy Policy

Last modified: July 7, 2026

Hit Vault LLC (“Hit Vault,” “we,” “us,” or “our”) respects your privacy. This Privacy Policy explains how we collect, use, disclose, retain, and protect personal information when you 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”).

This Privacy Policy applies to personal information we collect through the Platform, through communications with you, and in connection with auctions, purchases, consignments, payments, shipments, refunds, disputes, and customer support.

This Privacy Policy does not apply to websites, services, or platforms operated by third parties.

1. Information We Collect

We collect personal information directly from you, automatically when you use the Platform, and from service providers or other sources involved in Platform transactions.

1.1 Information You Provide to Us

We may collect the following information that you provide to us:

- (a) Account information: name, email address, phone number, mailing address, username, password, date of birth, and other account registration information.
- (b) Buyer information: shipping address, billing address, payment method information, purchase history, invoices, and order information.
- (c) Bidder information: bids placed, items viewed, auction activity, bidding history, watchlist activity, and related transaction information.
- (d) Consignor information: name, contact information, mailing address, preferred payout method, tax identification information, consignment history, payout records, and information required for payout reporting.
- (e) Identity verification information: government-issued identification or other information requested to verify identity, prevent fraud, process payments or payouts, or address legal or compliance concerns.
- (f) Payment information: payment credentials, transaction details, payment status, chargeback information, payout details, and related payment records. Payment information may be collected or processed by our payment processors.
- (g) Item information: descriptions, photographs, condition information, grading information, certification information, estimated value, ownership information, provenance information,

minimum expected price, reserve information if applicable, shipping information, guarantee program information if applicable, and other information about cards or items submitted to, listed by, purchased by, or sold by Hit Vault.

(h) Communications: information you provide when you contact us, submit a question, request customer support, submit a refund request, raise a dispute, or otherwise communicate with Hit Vault.

(i) Other information: any other information you choose to provide through the Platform or to Hit Vault.

1.2 Information We Collect Automatically

When you access or use the Platform, we may automatically collect certain information, including:

- (a) IP address;
- (b) browser type;
- (c) device type;
- (d) operating system;
- (e) pages viewed;
- (f) dates and times of access;
- (g) referring or exit pages;
- (h) auction activity;
- (i) interactions with Platform features; and
- (j) cookie and similar technology information.

We use this information to operate the Platform, maintain account functionality, understand Platform usage, detect and prevent fraud, and improve Platform performance.

1.3 Information From Service Providers and Transaction Participants

We may receive information from service providers and others involved in Platform transactions, including:

- (a) payment processors, including transaction status, fraud screening results, payment confirmations, payout confirmations, and chargeback notifications;
- (b) shipping carriers, including shipment status, tracking information, delivery confirmations, and claims information;

- (c) insurance providers, if needed for coverage or claims involving consigned property or shipments;
- (d) identity verification, fraud prevention, or compliance-related service providers, if used by Hit Vault;
- (e) Consignors, buyers, or other transaction participants, if needed to administer a transaction, dispute, refund request, or customer support matter; and
- (f) public sources, where relevant to reviewing, describing, valuing, or verifying an item submitted to or listed by Hit Vault.

2. How We Use Personal Information

We may use personal information for the following 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 detect, prevent, and respond to fraud, bid manipulation, shill bidding, payment issues, chargebacks, suspicious activity, and other misuse of the Platform;
- (h) to send account, auction, payment, shipping, payout, refund, dispute, and customer support communications;
- (i) to fulfill shipments and provide tracking information;
- (j) to administer refunds, returns, carrier claims, and insurance claims;
- (k) to enforce our Terms and Conditions, Auction Rules, Refund Policy, Consignment Agreement, and other agreements or policies;
- (l) to comply with tax reporting, legal, accounting, recordkeeping, and regulatory obligations;
- (m) to respond to lawful requests, subpoenas, court orders, government requests, or legal process;

(n) to protect the rights, property, safety, and security of Hit Vault, users, Consignors, buyers, service providers, and others;

(o) to analyze usage patterns, diagnose technical issues, maintain security, and improve Platform performance;

(p) to send promotional emails about auctions, events, or Platform updates, where permitted by law or with your consent if consent is required; and

(q) for any other purpose disclosed to you or with your consent.

3. How We Disclose Personal Information

We may disclose personal information as described below.

3.1 Service Providers

We may disclose personal information to service providers that help us operate the Platform and provide our services, including payment processors, shipping carriers, insurance providers, hosting providers, customer support providers, technology providers, fraud prevention providers, identity verification providers, and professional advisors.

These service providers may use personal information only as permitted by their agreements with us or as otherwise permitted by law.

3.2 Payment Processing and Payouts

We may disclose personal information to payment processors and financial service providers to process payments, maintain payment records, process payouts, verify transactions, screen for fraud, respond to chargebacks, and administer payment-related services. Hit Vault does not accept cash payments.

3.3 Shipping and Insurance

We may disclose personal information to shipping carriers, logistics providers, and insurance providers to ship items, provide tracking, confirm delivery, insure shipments, maintain coverage for consigned property, and process claims.

3.4 Consignors and Buyers

We may disclose limited transaction-related information to buyers or Consignors when needed to administer a sale, consignment, payout, refund, dispute, or customer support matter.

3.5 Legal, Compliance, and Safety

We may disclose personal information if we believe disclosure is necessary or appropriate to:

(a) comply with applicable law;

- (b) respond to legal process or government requests;
- (c) enforce our Terms and Conditions, Auction Rules, Refund Policy, Consignment Agreement, or other agreements;
- (d) detect, prevent, or address fraud, shill bidding, payment issues, chargebacks, security issues, or unlawful activity;
- (e) protect the rights, property, safety, and security of Hit Vault, users, Consignors, buyers, service providers, or others; or
- (f) establish, exercise, or defend legal claims.

3.6 Business Transactions

We may disclose or transfer personal information in connection with a merger, acquisition, financing, reorganization, sale of assets, bankruptcy, dissolution, or similar business transaction involving Hit Vault.

3.7 No Sale of Personal Information

We do not sell personal information for money. We also do not sell sensitive personal information.

4. Cookies and Similar Technologies

We may use cookies and similar technologies to operate the Platform, maintain account sessions, remember preferences, understand how users interact with the Platform, detect and prevent fraud, and improve Platform performance.

Cookies may include:

- (a) Essential cookies: used to operate the Platform and enable features such as account login, bidding, checkout, and security.
- (b) Preference cookies: used to remember settings and improve user experience.
- (c) Analytics cookies: used to understand Platform usage and improve performance.

You may adjust your browser settings to refuse or disable cookies. If you disable cookies, some Platform features may not work properly, including account login or bidding functionality.

We do not currently respond to “Do Not Track” browser signals.

5. Data Security

We use reasonable administrative, technical, and physical safeguards designed to protect personal information against unauthorized access, loss, misuse, alteration, and disclosure.

No online platform, website, transmission, or storage system is completely secure. You are responsible for maintaining the confidentiality of your account credentials and for promptly notifying us if you believe your account has been accessed without authorization.

6. Data Retention

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.

7. Your Choices

7.1 Account Information

You may update certain account information through your account settings if that functionality is available. You may also contact us at info@hitvault.co to request access to, correction of, or deletion of personal information you provided to us.

We may not grant a request if we need to retain information to complete a transaction, prevent fraud, comply with legal obligations, resolve disputes, enforce agreements, maintain business records, or protect our rights.

7.2 Marketing Emails

You may opt out of marketing emails by using the unsubscribe link in the email or by contacting us at info@hitvault.co. We may continue to send transactional or service-related communications, including messages about your account, bids, purchases, invoices, shipments, payouts, refunds, disputes, policy updates, or security issues.

7.3 Cookies

You may manage cookies through your browser settings. Disabling cookies may affect Platform functionality.

8. Privacy Rights

Depending on where you live and whether applicable privacy law applies to Hit Vault, you may have certain rights regarding your personal information. These may include the right to:

- (a) confirm whether we process your personal information;
- (b) access personal information we maintain about you;
- (c) correct inaccurate personal information;

- (d) delete personal information;
- (e) obtain a copy of personal information in a portable format;
- (f) opt out of certain processing activities if applicable; and
- (g) appeal a decision we make about a privacy request if applicable law provides an appeal right.

To exercise a privacy right, contact us at info@hitvault.co and include your name, account email, the right you wish to exercise, and information reasonably necessary for us to verify your identity and locate your account.

We may request additional information to verify your identity before responding. We may deny a request where permitted by law, including if we cannot verify your identity, if the request would negatively affect another person's privacy, if we need the information to complete a transaction or comply with legal obligations, or if another legal exception applies.

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

9. 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 Privacy Policy.

Sensitive personal information may include government-issued identification, tax identification information, payment information, or financial account information.

We do not sell sensitive personal information.

10. Children's Privacy

The Platform is not intended for users under 18 years old. Users under 18 may not create an account, place bids, make purchases, consign items, or provide personal information through the Platform.

We do not knowingly collect personal information from users under 18. If we learn that we collected personal information from a user under 18, we will take reasonable steps to delete that information.

For federal children's privacy purposes, COPPA applies to operators of websites or online services directed to children under 13 and to general-audience services that have actual knowledge they are collecting personal information online from a child under 13.

11. International Users

The Platform is operated from the United States. If you access the Platform from outside the United States, your personal information may be transferred to, stored in, and processed in the United States, where privacy laws may differ from those in your location.

12. Third-Party Websites and Services

The Platform may contain links to third-party websites or services. Hit Vault is not responsible for the privacy practices, content, or services of third parties. Your use of third-party websites or services is subject to their own terms and privacy policies.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The “Last Modified” date above indicates when this Privacy Policy was last updated.

If we make material changes to this Privacy Policy, we may notify you by email, by posting a notice on the Platform, or by other reasonable means. Your continued use of the Platform after the updated Privacy Policy becomes effective means you acknowledge the updated Privacy Policy.

14. Contact Us

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

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