



Gumtree Law Enforcement Guide

Requesting Information from Gumtree South Africa Police and other Government Law Enforcement Agencies

Welcome to the Gumtree South Africa Guide for Law Enforcement. This guide is designed to provide you with information on how to request information from Gumtree about ads on the site and the users that post them.

This document includes:

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1. Important Contact Information:

Police Liaison Gumtree South Africa

Email: policereports@gumtree.co.za

2. What is Gumtree?

- www.gumtree.co.za is an online classifieds website or platform that brings buyers and sellers together to trade with each other.
- Users are allowed to trade in whatever is legal. They can post Ads in many different areas including automotive, goods, jobs, pets and real estate.
- Posting an Ad is very easy: users only need an e-mail to post on the website. We do not require any registration (e.g. name, full address).
- Our users are responsible both for the content of the Ads they place on our website and the actual transactions that follow and which take place off our website.
- Based on the information in the Ad, users contact each other via phone, e-mail or sms and decide how to close the transaction. Majority of the trade happens face to face.
- Since the items offered for sale are not held or available to Gumtree, we cannot assess quality, safety, legality and ownership of the listed items nor the accuracy of the Ads.
- Gumtree will remove Ads that are brought to our attention by law enforcement bodies where evidence is provided that the Ad is unlawful.

3. How much does it cost to post Ads?

- In most cases it is 100% free to post and reply to Ads on Gumtree. Some users acting in a commercial capacity are required to pay for the placement of ads – one example is car dealers in the cars category. Replies to ads are always free.
- Users can decide to buy features (such as Top Ads) to increase the visibility of their Ad.

4. How do we support the prevention of fraud, stolen goods, etc.?

We are very committed to keep Gumtree a safe place to trade for our users. What we do:

Education:

- Dedicated [Safety](#) section with tips for our users on what to watch out for, promoted across the site.
- Safety tips on our [Gumtree Blog](#).

User Reporting:

- 'Contact Us' button on every page where users can submit their report or ask for our advice.
- 'Report' button on every Ad where users can report fraud or violation of policy rules. Our active community of users helps to keep the site clean.

Detection and prevention:

- Dedicated personnel to quickly investigate reports of suspicious Ads.
- Anti-fraud technology (e.g. filters designed to prevent known offenders from posting Ads on the site).

Work with law enforcement:

- We support criminal investigations to help keep the site free from scams and other illegal activity.
- In accordance with our privacy policy and data protection legislation, we provide evidence to law enforcement and give evidence in court where necessary.

5. What information can we provide you with?

- We can provide information on the **user**:
 - An e-mail address and all the information entered by the user into the 'Post an Ad' form, which may include phone number, city and suburb. **If available, please note that this information is not verified by us.**
 - The IP address, including date and timestamp, we have captured of the user.
- We can provide information on the **Ad**:
 - The information on the user who posted the Ad (see previous bullet).
 - The IP address, including date and timestamp, of the Ad posted with us.
 - The creation and the date last modified of the Ad.
- We can provide an **overview of previous Ads of the user**:
 - Please note we can only provide you with the data we have available. Title, description, photos and creation date of Ads go back 3 months after removal of the Ads, so please make sure to submit a timely request.
- We can provide **linked Ads**, based on e.g. e-mail address, phone number or IP address. Please note that due to the nature of IP addresses (some can be personal, some can be public) this is not an accurate form of linking Ads.
- We can provide **payment transaction details**:
 - While it is free to post Ads on Gumtree, we are happy to provide payment details if a payment is made (e.g. for a feature). Payments are made by Credit or Debit

Card or by bank transfer. If a payment is made for an Ad, we will provide you with the limited information we record on the payment.

Please note, that the data we provide you must be used solely for the purpose of your investigation into criminal/illegal activity. Please first come to us before disclosing any of the data Gumtree provided you to third parties (including the public or media). This includes when you are approached with third party requests under the Freedom of Information Act.

6. What information can we NOT provide?

Please note that we cannot search for the following:

X The **full physical address, city or suburb** – this information is not mandatory to post on Gumtree and not searchable via our database

X The **vehicle registration number** – this information is not available via our database, but once an Ad is found, it may be possible to view the number in the photos

X **Date of Birth** – we do not ask for this when users post on Gumtree

7. What information do we need from you?

For every request for information we ask you to submit a **signed letterhead request** and send it to policereports@gumtree.co.za (scanned document/PDF).

Please make sure that your request contains the following elements:

1. Write your request on an official document bearing the logo of your agency (letterhead).
2. Address the request to:
Police Liaison Gumtree South Africa
policereports@gumtree.co.za
3. Quote the applicable act or law under which you are requesting the data.
4. Specify exactly what information is requested and how it pertains to Gumtree and your investigation (case details).

5. Clearly specify the Person of Interest (POI) you are investigating. In order to process the request we require at least one piece of the following information:

- ✓ The **Ad ID** which is the unique 10 digit number found on top of every Ad, and at the end of the URL of the Ad.
- ✓ The **email address** used to post the Ad or Ads on Gumtree.

Any additional information you may have available (e.g. telephone number, copy of the Ad, Contact name, address/city/suburb) is useful to us to make our search. As accurate and efficient as possible

6. Have the request signed by the law enforcement officer in charge of the investigation.
7. Include your name, department, position and contact details (address, telephone, e-mail address and if available fax).

Just for your convenience, you can find a template information request in Annex 1.

8. How quickly can you obtain the information from us?

- Depending on the quality of information you have supplied and the volume of current requests, this can vary. We try to get every request completed within **5 working days**, but the majority of requests are processed within a few days of receiving the signed letterhead request form. All requests are processed in the order they are received.

9. Do we require any feedback once the investigation is complete?

- We are always keen to know the outcome of the investigation and whether or not the information we supplied was useful and contributed to your investigation.
- We are also keen to know if there is any media attention surrounding the case as we like to issue our own statements in order to educate the public. If the case does get press coverage, we would appreciate you forwarding the details of the press officer assigned to the case and our PR representative will get in touch.

10. How do you obtain a witness statement from us?

- If appropriate and essential to your case, we are happy to provide a witness statement. Upon your request, we will e-mail you our witness statement template and kindly ask you to complete it with your case and contact details and send it back to us. Once ready, we will e-mail you the scanned version of the completed and signed witness statement.



Gumtree

ANNEX 1 Template information request Gumtree South Africa users

[Write your request on an official document bearing the logo of your agency]

Police Liaison Gumtree South Africa

policereports@gumtree.co.za

Your request	Description	Explanation
Legal basis of your request		- Please quote the applicable act or law under which you are requesting the data.
Case details		- Please describe the offense you are investigating and how it pertains to Gumtree; why is this information necessary for your investigation. - If available, you can attach relevant documentation.
Information you have available on the Person of Interest (POI)		- Please specify the person you are investigating. - In order to process your request we require at least the AdID (the unique 10 digit number found on top of every Ad, and at the end of the URL of the Ad) OR the e-mail address used to post the Ad. - Any additional information you may have available (e.g. telephone number, copy of the Ad, Contact name) is useful to us to make our search as accurate and efficient as possible.
Information requested		- Please describe the exact information you request from the POI being investigated. - For example: user information such as Contact name, e-mail address, IP address (incl. date and timestamp) and telephone number (if available).
Timeline		- Please specify the timeline you would like to receive the data requested.
Your Contact Details		- Your contact details such as name, department, position, address, telephone, fax and e-mail address.
Other relevant information		- Any other relevant information you would like to share with us.

[Signature Law Enforcement officer in charge of the investigation]