PRIVACY SUPPLEMENT

GuestVerification and Automated Decisions Notice

How our AI confidence scoring works, what it is allowed to decide on its own, and how to make a human look at it.

BS-PRI-007 · Version 1.0 · Effective 15 October 2026 · Live
Applies to: All Members · Governing law: UK GDPR and Data Protection Act 2018, with local equivalents · Owner: Trust and Safety, BabuSpace Ltd

GuestVerification is the part of BabuSpace that a Host is trusting when they hand over the keys to their home. It is also the part most capable of getting something wrong about you without your ever knowing why. This notice exists so that you do know, and so that you can challenge it.

1. What GuestVerification is

1.1 An automated system that produces a **confidence score** for a Guest, used by Hosts and by us to assess risk before a stay.

1.2 It is a **decision support tool with limited decision authority**. Section 4 sets out exactly what it can do on its own and what it cannot.

2. What goes into the score

Input	What it means
Identity verification result	Whether a government ID was validated and matched a liveness check
Account age and completeness	How long the account has existed and whether the profile is filled in
Booking and stay history	Completed stays, cancellations, and any upheld reports
Payment signals	Whether the payment method verified cleanly; provider fraud signals
Behavioural patterns	Device and session signals associated with account takeover or bulk fraud
Communication signals	Attempts to move a booking off-Platform, or filtered contact details

2.1 **What is never an input:** your name, nationality, ethnicity, country of origin, religion, sex, gender identity, sexual orientation, age, disability, language, the neighbourhood you live in, or anything derived from a photograph of your face other than the liveness match itself.

2.2 We monitor the system's outputs for correlation with protected characteristics. Where a correlation appears, we investigate it as a defect. This is the same monitoring we describe in BS-POL-020 §9.1.

3. Why we are allowed to do this

3.1 Our lawful basis is **legitimate interests** - preventing fraud and protecting the physical safety of Hosts, Guests and neighbours - together with **legal obligation** where anti-money-laundering or sanctions screening applies.

3.2 The liveness check involves biometric processing. That is carried out by our verification provider on the basis of your **explicit consent**, and no biometric template is retained by us. If you do not consent, we will offer a manual verification route.

4. What the system decides on its own

Outcome	Decided automatically?
Request additional verification	Yes
Show a Host your verification status	Yes
Flag an account for human review	Yes
Decline a booking request	Yes, at the lowest score band only. **Reviewable on request under section 5**
Pause or suspend an account	Yes, where fraud or account takeover is indicated. **Reviewable on request**
Remove a Member permanently	**No. Always a human decision**
Uphold or refuse a Resolution Centre claim	**No. Always a human decision**
Decide a discrimination report	**No. Always a human decision**

5. Your right to a human

5.1 If an automated decision affects you, **you can require a person to review it.** You can express your point of view and contest the outcome.

5.2 Email **info@babuspace.uk** with the subject line **"GuestVerification Review"**. Include your account email and, if you have one, the booking reference.

5.3 We respond within **10 business days**. The review is done by a person who can see the underlying signals and can overturn the outcome.

5.4 We will tell you the **general categories of factor** that led to the outcome, in terms you can act on - for example, that identity verification did not complete, or that a payment method failed provider checks.

5.5 **We will not publish the weightings.** A system whose exact scoring is public is a system that can be defeated by exactly the people it exists to stop. That is a limit we apply deliberately, and it is the only part of this notice we will not open up.

5.6 There is no charge, and asking for a review does not itself count against you.

6. If the outcome was wrong

6.1 We reverse it, unblock the account or booking, and correct the underlying data so the same error does not repeat.

6.2 Where a Guest lost a booking because of an error on our side, the booking is refunded in full including all fees, and BS-POL-010 §6 treats it as a platform failure - meaning the Host is not charged either.

6.3 We record the correction. A pattern of the same error is treated as a defect in the system, not a run of unlucky individuals.

7. Retention

7.1 Verification results are kept for **5 years** after the relationship ends, because anti-money-laundering record-keeping requires it.

7.2 Scores themselves are recalculated continuously and are not kept as a historical series beyond 24 months.

7.3 Where a removal decision was made, the associated record is kept for **7 years** to prevent a removed Member returning under a new account. This is described in BS-POL-003 §7.

8. Rights in other countries

8.1 The right not to be subject to a solely automated decision with legal or similarly significant effects exists under UK GDPR and has close equivalents in South Africa, Nigeria, Kenya and Ghana. The country supplements in the Privacy Centre set out the local version.

8.2 We apply the review right in section 5 **everywhere**, whether or not local law requires it.

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