PRIVACY SUPPLEMENT

Babu AI Assistant Privacy Supplement

What Babu sees when you talk to it, what it keeps, what it can do on your behalf, and what it will never do.

BS-PRI-008 · Version 1.0 · Effective 15 October 2026 · Live
Applies to: Members using Babu · Governing law: UK GDPR and Data Protection Act 2018, with local equivalents · Owner: Product and Data Protection Lead, BabuSpace Ltd

Babu is our AI companion. It helps you search, compare and understand a booking. It is also a system that receives whatever you type into it, so it deserves its own notice rather than a line in a longer one.

1. What Babu is

1.1 A context-aware conversational assistant built into BabuSpace, powered in part by a third-party AI model provider.

1.2 Babu is **not a person**, and it is not customer support. Where you need a human, ask for one and you will be handed to a person.

1.3 Babu is not a legal, tax, financial or medical adviser. Where a question needs one of those, Babu will say so rather than guess.

2. What Babu can see

Babu can see	Babu cannot see
What you type in the conversation	Your password, in any form
Your search criteria - dates, city, guests, budget	Your full card number, CVV, or bank details
Your saved preferences, language and currency	Your government ID document or its images
Your own bookings, past and upcoming	Another Member's private messages
Public Listing content and availability	Your GuestVerification score or its underlying signals
Our published policies, so it can answer questions about them	Anything from a Resolution Centre case you are not party to

3. What Babu can do, and what it cannot

3.1 **Babu can:** search, compare, explain a policy, show you the exact refund the Cancellation Policy would produce, draft a message for you to review, and answer a question about your own booking.

3.2 **Babu cannot, and will never:**

- confirm, change or cancel a booking without you confirming it yourself;
- take a payment, issue a refund, or move money;

- change your account settings, email address or payout details;
- send a message to a Host or a Guest without you approving the text;
- accept terms on your behalf;
- share your information with another Member.

3.3 Every action that costs money or is hard to undo requires you to confirm it. That is a design rule, not a setting.

4. What happens to what you type

4.1 Conversations are stored against your account for **12 months**, so you can return to a thread and so we can investigate if something goes wrong.

4.2 Conversation content is sent to our AI model provider to generate a response. It is sent under a written processor agreement that prohibits the provider from using it to train their models.

4.3 **We do not use your conversations to train a public AI model.** We use aggregated, de-identified patterns - which questions get asked, where Babu fails to answer - to improve the product.

4.4 You can delete a conversation from your account at any time. Deletion removes it from your view immediately and from our systems within 30 days, except where it forms part of an open investigation or a legal obligation.

5. Please do not type these into Babu

5.1 Babu is a chat window, and anything typed into it is stored. Do not enter:

- your password, a one-time code, or a recovery phrase;
- a full card number or bank details;
- your ID document number;
- health information, or anything else you would not want kept for 12 months;
- another person's personal information, unless it is necessary for the booking.

5.2 If you do type something sensitive by accident, tell us at info@babuspace.uk and we will remove it.

6. Getting it wrong

6.1 Babu can be wrong. It can misread a policy, miscalculate, or state something confidently that is not true.

6.2 **Where Babu and a published policy disagree, the published policy wins.** Babu's answer is not a commitment by BabuSpace and does not vary your Terms.

6.3 If Babu gave you materially wrong information and you relied on it to your cost, tell us. We will look at it and, where our system caused a real loss on a booking, we will put it right under BS-POL-022 §2.

6.4 Report a bad answer with the thumbs-down control in the conversation. Those reports are read.

7. Turning Babu off

7.1 You can disable Babu in Account settings. Nothing on BabuSpace requires you to use it every task Babu helps with can be done directly.

8. Your rights

8.1 The rights in the Privacy Policy (BS-POL-003 §8) apply to Babu conversations in full: access, correction, deletion, restriction, objection and portability.

8.2 To get a copy of your Babu conversations, email info@babuspace.uk with the subject "Privacy Request".

Babu AI Assistant Privacy Supplement · BS-PRI-008 · Version 1.0 · Effective 15 October 2026
BabuSpace Ltd · Registered in England and Wales, Company No. 17291878 · Holborn, London, United Kingdom Sits beneath the BabuSpace Privacy Policy (BS-POL-003); it adds to that Policy and does not replace it. Questions:
info@babuspace.uk