PRIVACY SUPPLEMENT

Non-Member Privacy Notice

For people who do not have a BabuSpace account but whose information reaches us anyway - co-travellers, neighbours, cleaners and anyone who appears in a Listing photograph.

BS-PRI-010 · Version 1.0 · Effective 15 October 2026 · Live
Applies to: People without a BabuSpace account · Governing law: UK GDPR and Data Protection Act 2018, with local equivalents · Owner: Data Protection Lead, BabuSpace Ltd

You did not sign up for BabuSpace, you have not agreed to anything, and you may not have known we hold anything about you. You still have rights, and this notice tells you what we hold and how to use them.

1. How your information reaches us

You might be	How we came to hold your data
A co-traveller	The person who booked gave us the number and ages of the travelling party, and sometimes names
Someone who lives at or near a listed property	A neighbour complaint, a noise report, or a report you made to us
A Host's cleaner, co-host or property manager	The Host added you to their listing operations, or you appear in their correspondence with us
A person in a Listing photograph	A Host uploaded an image you are in
An emergency contact	A Guest or Host gave us your details for use in an emergency
Someone reported to us	Another person named you in a safety, discrimination or content report
A person mentioned in a review or a message	Another Member wrote about you
A neighbour or member of the public	You contacted us about a property

2. What we do with it, and why

2.1 **Legitimate interests** - running a safe marketplace, investigating reports, protecting Hosts, Guests, neighbours and property, and defending legal claims. We have carried out and documented a balancing assessment and you can ask us for a summary.

2.2 **Legal obligation** - where we must retain or disclose something, including to law enforcement.

2.3 **Vital interests** - in an emergency during a stay.

2.4 We do **not** use non-member data for marketing. We will not email you an advert because a friend booked a trip.

3. What we do not accept

3.1 **We do not permit Listing photographs containing identifiable people without their consent, and never children.** If you appear in one, tell us and we will remove it. See BS-POL-019 §4.1.

3.2 **Hosts must not add you to a shared "bad guest" list** or circulate your details to other hosts. That is prohibited by BS-POL-008 §2.2 and we act on it.

3.3 **A Host may not use an indoor camera.** If you have been recorded inside a property, that is a permanent-removal breach and we want to hear about it immediately.

4. Your rights

4.1 You have the same core rights as a Member: **access, correction, erasure, restriction, objection, and complaint to a regulator**. Not having an account does not reduce them.

4.2 To use one, email **info@babuspace.uk** with the subject line **"Non-Member Privacy Request"**. Tell us enough to find you - the property address, the approximate dates, or the name of the Member who gave us your details.

4.3 We respond within **one month**.

4.4 We may need to verify your identity. Where we cannot identify you in our records from what you have given us, we will say so rather than guess, because guessing would mean disclosing someone else's data.

5. Where a right has limits

5.1 **Access does not extend to another person's data.** Where a report about you contains the reporter's personal data, we will give you the substance of what was said and withhold their identity. We do not disclose who reported a matter, and we do not tolerate retaliation against people who report in good faith.

5.2 **Erasure does not override a safety record.** Where information about you forms part of a safety, discrimination or removal investigation, we restrict it rather than delete it and keep it for the periods in BS-POL-003 §7.

6. Retention

What	How long
A neighbour complaint or a report you made	3 years from resolution
Co-traveller details	With the booking record - 7 years from the end of the tax year
Emergency contact details	Until the Member removes them or closes their account
A photograph removed on request	Deleted within 30 days, other than backups
Records relating to a removal decision	7 years, to prevent a removed Member returning

7. Complaining

7.1 To us: info@babuspace.uk, subject line "Privacy Complaint".

7.2 To a regulator, without coming to us first. The route for your country is in the Privacy Centre (BS-PRI-000). In the UK it is the Information Commissioner's Office at ico.org.uk.

8. If you are a neighbour with a problem

8.1 You can report a property to us at info@babuspace.uk even though you are not a Member, and we will investigate. Repeated substantiated complaints about a property may result in it being removed from the Platform, whether or not the Guests broke a rule. See BS-POL-018 §5.

8.2 A short-term let sits inside a community that did not choose it. We take that seriously and we do read these.

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info@babuspace.uk