PRIVACY SUPPLEMENT

Membership and Loyalty Privacy Supplement

What Space+, BabuPass and BabuCoins collect, how a discount is calculated, and what happens to your balance and your data when you leave.

BS-PRI-011 · Version 1.0 · Effective 15 October 2026 · Live
Applies to: Members using Space+, BabuPass or BabuCoins · Governing law: UK GDPR and Data Protection Act 2018, with local equivalents · Owner: Product and Finance, BabuSpace Ltd

A loyalty programme works by knowing more about you than a plain account does. That is the trade, and it should be stated rather than assumed. This supplement sets out exactly what the extra knowledge is, what we do with it, and what we do not.

1. What these products are

1.1 **Space+** - a Guest membership giving a discount on every booking, with automatic benefits for Hosts.

1.2 **BabuPass and BabuCoins** - a loyalty system that rewards Members for returning.

1.3 All three are optional. You can use BabuSpace fully without any of them, and declining does not change the price a non-member sees.

2. What we collect that we would not otherwise

Data	Why
Membership status, tier and renewal date	To apply the right discount and bill the right amount
Subscription payment record	To take and refund the membership fee
BabuCoins balance, and every earn and spend	To run the balance accurately and let you audit it
Booking frequency, value and pattern over time	To calculate tier eligibility and rewards
City and travel pattern	To offer relevant rewards
Referrals you made or received	To credit a referral reward

2.1 Our lawful basis is **performance of a contract** for running the programme and applying your benefits, and **consent** for any marketing about it.

3. How a discount is applied, and who pays for it

3.1 A Space+ or promotional discount is applied to the **Accommodation Price before fees are calculated**, unless the promotion says otherwise.

3.2 Where the discount is **funded by BabuSpace**, the Host's payout is unaffected. Where it is **funded by the Host**, it reduces the Accommodation Price and therefore both fees. The funding source is shown to the Host before they opt in. See BS-POL-004 §8.

3.3 **Hosts do not see your membership tier, your BabuCoins balance or your booking history with other Hosts.** They see the booking in front of them.

4. What we do not do

4.1 **We do not price differently based on your data.** Two Guests with the same membership status see the same price for the same Listing on the same dates. Your device, your browser, your history of accepting higher prices and how many times you have viewed a Listing do not change what you are charged.

4.2 **We do not sell your loyalty data**, and we do not share it with advertisers or other loyalty programmes.

4.3 **We do not use loyalty data in GuestVerification.** Your score is not affected by whether you are a paying member. See BS-PRI-007 §2.1.

5. Marketing

5.1 Programme emails that tell you your balance, your renewal date or a change to the terms are **transactional**. You receive them while you hold the membership.

5.2 Emails offering you something are **marketing**, and need your consent. One click unsubscribes, and it does not affect your membership or your balance.

6. Your balance

6.1 BabuCoins have no cash value and cannot be exchanged for money or transferred to another person, unless the programme terms say otherwise.

6.2 If your account is closed by you, unspent BabuCoins are forfeited on closure. We will tell you the balance before you confirm.

6.3 If we remove you for a serious policy breach, your balance is forfeited.

6.4 **Where BabuSpace ends the programme**, we will give at least 90 days' notice and you will be able to spend your balance during that period.

7. Cancelling a membership

7.1 Cancel in Account settings. Cancellation takes effect at the end of the paid period; we do not remove benefits you have already paid for.

7.2 Your membership data is kept for **12 months** after cancellation, in case you return and to handle any billing query, and then deleted.

7.3 Transaction records connected to a booking are kept for the period in BS-POL-003 §7, because tax record-keeping requires it. Cancelling a membership does not shorten that.

8. Your rights

8.1 The rights in BS-POL-003 §8 apply in full, including a portable export of your full earn and spend history.

8.2 To request one: info@babuspace.uk, subject line "Privacy Request".

Membership and Loyalty Privacy Supplement · BS-PRI-011 · 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