HOST OBLIGATIONS

Host Privacy Standards

What Hosts must and must not do with Guest personal information, including the rules on cameras and recording devices.

BS-POL-008 · Version 1.0 · Effective 15 October 2026 · Live
Applies to: Hosts · Governing law: UK GDPR and Data Protection Act 2018; POPIA in South Africa · Owner: Trust and Safety, BabuSpace Ltd

When you receive a Guest's details through BabuSpace, you become responsible for that information in your own right. You are not covered by our registration, our policies or our systems. This document sets out the standard we require, and it is written so that meeting it also keeps you on the right side of the law.

1. Your legal position

1.1 When you host through BabuSpace you are acting in the course of a business, even if you let a single room a few times a year.

1.2 That means you are a **data controller** in your own right for Guest personal information you hold. The exemption for purely personal or household activity does not apply to a commercial letting.

1.3 In the United Kingdom you may need to pay the ICO's annual data protection fee. In South Africa you may need to appoint and register an Information Officer under POPIA. Check your position.

1.4 BabuSpace is not responsible for how you handle Guest data. If you misuse it, the liability is yours.

2. What you may use Guest information for

2.1 **Permitted purposes, and only these:**

- arranging and delivering the stay, including access, check-in and check-out;
- meeting a legal requirement, such as a guest register where local law imposes one;
- resolving a dispute or a damage claim through the Resolution Centre;
- health and safety in an emergency.

2.2 **You may not** use Guest information to:

- market to the Guest, or add them to a mailing list, without their separate consent;
- contact the Guest to solicit a direct booking, which also breaches BS-POL-006;
- run background checks, credit checks or searches on the Guest;
- look up the Guest on social media in a way that goes beyond confirming identity;
- share, sell, publish or post the information anywhere;
- add the Guest to a shared "bad guest" list or send their details to other hosts.

3. Cameras, recording and monitoring devices

This section is absolute and there are no exceptions.

3.1 **Indoor cameras are prohibited.** No security camera, recording device or device with recording capability may be present inside a Listing, whether switched on or off, whether disclosed or not. This includes doorbell cameras positioned to view an interior space.

3.2 **Never in a private space.** No device capable of recording in a bedroom, bathroom, sleeping area or any space where a Guest would reasonably expect privacy — including any outdoor area used for sleeping or bathing.

3.3 **Outdoor devices must be disclosed.** An external security camera or doorbell camera is permitted only if it: covers an outdoor area only; is disclosed in the Listing description before booking, with its location and what it covers; is not aimed at an entrance in a way that captures who is inside; and does not record audio.

3.4 **Noise monitoring is permitted, with limits.** A decibel monitor that records sound level but not sound content may be used if it is disclosed in the Listing. A device that records or transmits audio content is prohibited.

3.5 **Smart devices must be disclosed.** Smart speakers, hubs, connected doorbells and connected locks must be listed in the Listing. A Guest must be able to disable or unplug a smart speaker.

3.6 **Concealed devices.** A concealed recording device found in a Listing results in immediate and permanent removal from the Platform, a full refund to the Guest, and a report to the relevant authority. There is no warning stage.

4. Security and storage

4.1 Hold Guest information only for as long as you need it. As a working rule: booking correspondence for 12 months; financial records for as long as your tax authority requires; identity information only where a law requires you to keep it.

4.2 Keep it securely. Password-protect devices. Do not keep guest lists in an unprotected spreadsheet, a shared drive, or a paper folder in a communal area.

4.3 Do not leave previous guests' information visible in the property — no printed booking sheets on the kitchen counter, no guest names on a wall calendar.

4.4 If you use a cleaner, co-host or property manager, give them the minimum they need, and make sure they understand these rules. You remain responsible for what they do.

5. Guest requests about their data

5.1 A Guest may ask you what information you hold about them, ask you to correct it, or ask you to delete it. You must respond within one month.

5.2 If you receive a request you do not know how to handle, contact us at info@babuspace.uk.
We will help with the process, though the response remains yours to give.

6. If something goes wrong

6.1 If Guest information is lost, stolen or exposed — a stolen laptop, a mis-sent email, a break-in — tell us within **24 hours** at info@babuspace.uk.

6.2 You may separately be required to notify the ICO within 72 hours, or the Information Regulator in South Africa, and in some cases the Guests themselves. Take advice quickly; the clock is short.

7. Local guest registration requirements

7.1 Some jurisdictions require hosts to record guest details, or to report them to a local authority or the police.

7.2 Where such a requirement applies to your property, you must comply with it, collect only what the law requires, and tell Guests in the Listing that you are required to do so and to whom the information goes.

7.3 A local legal requirement does not entitle you to use the information for anything else.

8. Enforcement

Breach	Consequence
Marketing to a Guest without consent	Warning; repeat breach suspends the account
Using Guest data to solicit a direct booking	Treated under BS-POL-006; may result in removal
Undisclosed outdoor camera	Listing suspended until corrected and disclosed
Undisclosed audio recording	Listings removed; account suspended pending review
Any indoor camera	Permanent removal from the Platform
Concealed device in a private space	Permanent removal, full Guest refund, report to authorities

8.1 These consequences are in addition to any liability you have to the Guest or to a regulator. BabuSpace's enforcement does not settle those.

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