

Privacy Policy

 For a list of supplements to this Privacy Policy, click [here](#).

Last Updated: February 5, 2026

Airbnb exists to help build connections between people and make the world more open and inclusive. In short—to build a world where anyone can belong anywhere. We are a community built on trust. A fundamental part of earning that trust means being clear about how we use your personal information and protecting your human right to privacy.

This Privacy Policy describes how Airbnb, Inc. and its affiliates ("**we**," "**us**," or "**Airbnb**"), process personal information in relation to your use of the Airbnb Platform. Depending on where you live and what you are doing on the Airbnb Platform, the supplemental privacy pages listed below may apply to you. Please follow the links and review the supplemental information describing how we process personal information for those regions and services.

-  • If you reside outside of the United States, but not in Brazil, China, or Korea, such as in the European Economic Area ("**EEA**"), visit our "[Outside the United States Privacy Supplement](#)" page for important supplemental information that may apply to you.
- If you reside in the United States, visit our "[United States Privacy Supplement](#)" page for important supplemental information that may apply to you.
- If you reside in Brazil, visit our "[Brazil Privacy Supplement](#)" page for important supplemental information that may apply to you.
- If you reside in the People's Republic of China, which for purposes of this Privacy Policy does not include Hong Kong, Macau, and Taiwan ("**China**"), visit our "[China Privacy Supplement](#)" page for important information that may apply to you.
- If you reside in the Republic of Korea ("**Korea**"), visit our "[Korea Privacy Supplement](#)" page for important supplemental information that may apply to you.

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SCHEDULE 1

1. WHAT IS PERSONAL INFORMATION.

“Personal information” refers to any information which is related to, associated with, or could be reasonably linked to an identified or identifiable individual.

2. WHO CONTROLS MY PERSONAL INFORMATION.

2.1 Controller.

Where this Policy mentions "Airbnb," "we," "us," or "our," it refers to the Airbnb company that is responsible for your personal information under this Privacy Policy (the "**Controller**"). The designated Controller is set out in Schedule 1.

2.2 Payments Controller.

This Privacy Policy also applies to the Payment Services provided to you by Airbnb Payments pursuant to the Payments Terms of Service ("**Payments Terms**"). When using the Payment Services, you will also be providing your personal information to one or more Airbnb Payments entities (the "**Payments Controller**" as outlined in Schedule 1), which will be responsible for your personal information related to the Payment Services, generally depending on your country of residence.

2.3 Insurance Controller.

As further defined in the applicable document referenced in the Privacy Policy Supplement for Insurance.

3. PERSONAL INFORMATION WE COLLECT.

3.1 Personal Information Needed to Use the Airbnb Platform.

We collect personal information about you when you use the Airbnb Platform. Without it, we may not be able to provide all services requested. This personal information includes:

3.1.1 Contact, Account, and Profile Information.

Such as your first name, last name, phone number, postal address, email address, date of birth, and profile photo, some of which will depend on the features you use.

3.1.2 Identity Information.

Where appropriate, we may ask you for an image of your government-issued ID document(s), passport, national ID card, tax ID, or driving license (in accordance with applicable laws) or other verification information, such as your date of birth, address, email address, phone number, or digital identity, and/or a selfie when we verify your ID. If a copy of your ID is provided to us, we will obtain information from your ID. See our Help Center article on [Verifying your identity](#).

3.1.3 Payment Transaction Information.

Such as payment account, credit card information, bank account information, payment instrument used, date and time, payment amount, payment instrument expiration date and billing postcode, PayPal email address, IBAN information, your address, and other related transaction details.

3.1.4 Guest Insurance Information.

At the time you express an interest in purchasing Travel Insurance Plan, Reservation Insurance, or Stay Protection ("**Guest Insurance**"), we require certain pre-contract information, such as your name, accommodation address, residential address, date of birth, age, e-mail address, contact number, trip start/end date, trip cost, transaction currency, and booking number.

3.1.5 Host Insurance Information.

If you are a Host, we may collect information regarding your business, commercial, or professional insurance that you are required to maintain under our Terms or Additional Terms for Service and Experiences Hosts to offer a Listing.

3.1.6 License Information.

If you are a Host, we may collect information such as business, commercial, or professional licenses, permits, authorizations, or certifications required to offer a Listing.

3.1.7 Online Profiles and Relevant Experience.

If you are a Host, we may ask you to identify your online profiles, personal or business website, or social media profiles, as well as provide us with your professional and educational experience, as relevant to the Listing you offer.

3.1.8 Background Screenings.

If you are a Host or Guest, consistent with applicable law, we may require that you obtain and provide to Airbnb or our third-party provider relevant background screenings in order to enable you to purchase, participate in, or offer a Listing. For more information, visit our article on background checks.

3.2 Personal Information You Choose to Give Us.

You can choose to provide us with additional personal information, including:

3.2.1 Additional Profile Information.

Such as gender, preferred language(s), city, personal description, hometown, languages spoken, education, and any additional profile information you provide.

3.2.2 Information About Others.

Such as a payment instrument or contact information belonging to another person or information about a co-traveler, service provider, participant, or other person relevant to the Listing. By providing us with personal information about others, you acknowledge that you have permission to provide that personal information to Airbnb for the purposes described in this Privacy Policy and you have shared the Airbnb Privacy Policy with them.

3.2.3 Biometric Information.

Such as facial recognition data derived from photos and identification documents you submit for verification, where offered and with your consent where required by applicable law. See our Help Center article on [Facial recognition for identity verification](#).

3.2.4 Communications Information.

Such as email, call, message, SMS, and text information where delivery is enabled on or through the Airbnb Platform. Communication information may also include call recordings and transcripts consistent with the requirements under applicable law, and other log information like your phone number, calling-party number,

receiving-party number, account name, email address, forwarding numbers, time and date of communications, duration of communication, routing information, and the types and volumes of communications.

3.2.5 User-Generated Content.

Such as any photos, videos, reviews, and other content you choose to provide.

3.2.6 Support Information.

Such as call recordings and transcripts consistent with the requirements under applicable law, chat information, and messages collected to provide customer support services, including investigating and responding to user concerns and monitoring and improving our support processes.

3.2.7 Business Information.

Such as registered business name and any “doing business as” or similar names, job title, registered and street address, website, phone number, email, social media accounts and website, and other information required to conduct business in your jurisdiction, such as a business tax identification or other business registration number, and proof of registration or association.

3.2.8 Preferences and Requirements.

Such as personal preferences or requirements for your Listing, including dietary or physical preferences or requirements. This may include health information if you choose to disclose it on the Airbnb Platform.

3.2.9 Information Required to Use the Airbnb Community Network.

If you are a Host and part of one of our Airbnb community networks, we may collect information such as your profile, your user-generated content (posts, reactions), your local club membership as determined by the location of your Listings, your RSVPs, and direct Host-to-Host messages.

3.2.10 Other Information.

Such as when you fill in a form, add information to your account, respond to surveys, participate in research, post to community forums, participate in promotions or events, import or manually enter address book contacts, provide your address and/or geolocation, provide business information, or share your experience with us. This may include health information if you choose to disclose it on the Airbnb Platform.

3.3 Personal Information Automatically Collected by Using the Airbnb Platform and Our Payment Services.

When you use the Airbnb Platform and Payment Services, we automatically collect certain personal information. This personal information may include:

3.3.1 Geolocation Information.

Such as precise or approximate location determined from your IP address, mobile or other device's GPS, or other information you disclose to us, depending on your device settings. We may also collect this information when you're not using the app if you enable this through your settings or device permissions.

3.3.2 Usage Information.

Such as searches for Listings, bookings you have made, additional services you have added, access dates and times, the pages you've viewed or engaged with before or after using the Airbnb Platform, and other actions on the Airbnb Platform, including content you view, the services you interact with (including those enabled by artificial intelligence ("AI")), and links you click to third-party applications. We may collect this information even if you haven't created an Airbnb account or logged in.

3.3.3 Device Information.

Such as device and advertising identifiers, hardware and software information, device information, device event information, other unique identifiers, crash data, and read receipts. We may collect this information even if you haven't created an Airbnb account or logged in.

3.3.4 Cookies and Similar Technologies As Described in Our [Cookie Policy](#).

3.4 Personal Information We Collect from Third Parties.

We may collect personal information from other sources, such as:

3.4.1 Third-Party Applications.

If you choose to link, connect, or login to the Airbnb Platform with a third-party service, such as Google, Facebook, or WeChat, you direct the service to send us information such as your registration, friends list, and profile information as controlled by that service or as authorized by you via your privacy settings at that service. If you choose to connect a smart lock to your Airbnb account, we may collect information about the smart device, such as log or event information and device information.

3.4.2 License Verification and Background Information Providers.

Consistent with applicable law and with your consent where required, we may collect personal information from background screenings and license verification providers. We may use your personal information, including your full name and date of birth, to obtain such reports.

3.4.3 Enterprise Product Invitations and Account Management.

Organizations that use our Enterprise products may submit personal information to facilitate account management and invitations to use enterprise products.

3.4.4 Referrals and Co-Travelers.

If you are invited to the Airbnb Platform, for example, as a co-traveler on a trip, the person who invited you can submit personal information about you.

3.4.5 Complainants.

If a Host, Guest, or any third party submits a complaint about you, we may receive information relating to the specific complaint made in order to understand and, where relevant, address the complaint.

3.4.6 Financial Institutions.

If you elect to pay with funds from your bank account, we may receive certain information from your financial institution, such as bank account details and account balance.

3.4.7 Flexible Payment Plans and Financing Providers.

If you elect to purchase a reservation and pay on an installment plan, we may receive certain information from the third-party provider, such as the payment schedule and actual payments on authorized payment plans.

3.4.8 Building Management.

We may receive your personal information from the owner(s) of an Accommodation, a homeowners' association or similar governing entity of a building, and/or their agent, such as a building operator or property management company ("**Building Management**") in order to facilitate and promote programs with Building Management.

3.4.9 Corporate Affiliates.

We may also receive additional personal information about you from our Corporate Affiliates, as defined in [Schedule 1](#).

3.4.10 Other Sources.

Where permitted by applicable law, we may receive additional personal information about you from other sources. This personal information may be combined with other information we have about you and may be based on your activities and interactions on and off of the Airbnb Platform. Such sources may include:

- other users when they [refer you to Airbnb](#),
- publicly available information, including your website, social media profile, and ratings and reviews and offering details on other platforms,

- third-party vendors or partners, and
- Members, other individuals, entities, and governmental, public, or tax authorities.

4. HOW WE USE PERSONAL INFORMATION WE COLLECT.

We use personal information to carry out the processing described in the sub-sections below. This includes using AI technologies that we develop and improve using your personal information.

See [section 9](#) for information about Your Rights and how to control Airbnb's use of your personal information.

If you reside outside of the United States, Brazil, China, or Korea, click [here](#) to learn about our legal bases for collection and processing personal information.

4.1 Provide the Airbnb Platform.

We process personal information to:

- enable you to access the Airbnb Platform and make and receive payments,
- enable you to purchase, participate in, or offer a Listing,
- enable you to communicate and engage with others,
- process and respond to your request,
- provide you with support,
- send you messages, updates, security alerts, and account notifications,
- determine your country or state of residence based on automated review of your account information and your interactions with the Airbnb Platform, as described in "[Changing Your Country or State of Residence](#)", and
- enable your use of our products and accommodation services.

4.2 Develop and Improve the Airbnb Platform.

We process personal information to:

- perform analytics, debug, and conduct research,
- develop and improve our AI,
- develop and improve our products and services, and
- provide customer service training.

4.3 Personalize and Customize the Airbnb Platform.

We process personal information to:

- provide a more personalized and relevant user experience, including by inferring user preferences, recommendations, and interests, based on information such as interactions on the Airbnb Platform, search

and booking history, and profile information.

4.4 Promote Trust, Safety, and Quality in the Airbnb Community.

We process personal information to:

- study and combat discrimination consistent with our [Nondiscrimination Policy](#),
- detect, prevent, assess, and address fraud and security risks,
- ensure you qualify for offering certain Host Services, including minimal professional experience requirements, online presence and reputation, or that you and your Listing adhere to our policies and safety and quality standards,
- protect our community from illegal activities or other behaviors, as set out on our [Safety policies page](#) and including our [Illegal and Prohibited Activities Policy](#),
- verify or authenticate information provided by you, including identity information, as described in "[Personal Information Needed to Use the Airbnb Platform](#)",
- conduct checks against databases and other information sources, such as background checks,
- comply with our legal obligations, protect the health and well-being of our Guests, Hosts, Hosts' employees, and members of the public,
- resolve disputes with our Members, including disclosing information to your co-Host(s) or additional Guests about disputes related to your role as a co-Host(s) or additional Guests,
- enforce our agreements with third parties,
- determine eligibility for certain types of bookings, such as Instant Book,
- comply with law, respond to legal requests, prevent harm, and protect our rights (see "[Comply with Law, Respond to Legal Requests, Prevent Harm, and Protect Our Rights](#)"),
- enforce our [Terms of Service](#) ("Terms") and other policies, such as our [Nondiscrimination Policy](#), and
- assess or evaluate your interactions with the Airbnb Platform and information obtained from third parties.

In certain cases, automated processes, which analyze your account and activities on the Airbnb Platform as well as information in relation to activities on and off the Airbnb Platform that can be associated with you, could restrict or suspend your access to the Airbnb Platform if such processes detect activity that may pose a safety or other risk to Airbnb, our community, or third parties. Learn more about how our system determines whether certain reservations may carry a higher risk for incidents [here](#). If you would like to challenge decisions based on automated processes, please contact us via the Contact Information section.

4.5 Provide, Personalize, Measure, and Improve our Advertising and Marketing.

We process personal information to:

- send promotional, advertising, and marketing messages, and other information,
- show, personalize, measure, and improve our advertising,
- administer referral programs, rewards, surveys, sweepstakes, contests, or other promotional activities or events sponsored or managed by Airbnb or its third-party partners,

- analyze characteristics and preferences to send promotional messages, marketing, advertising, and other information that we think might be of interest to you, and
- invite participants to events and relevant opportunities.

4.6 Analyze Your Communications.

4.6.1 Purpose.

We may review, scan, or analyze your communications on or enabled through the Airbnb Platform for purposes disclosed in this Privacy Policy, including safety, support, product enhancement, and as described in Why we review messages on Airbnb. For example, as part of our fraud prevention efforts, we scan and analyze messages to mask contact information and references to other sites. Subject to applicable law, we scan and analyze all images uploaded by users to the Airbnb Platform in message threads, profiles, and Listings for certain illegal or inappropriate activities, such as evidence of child exploitation, for the purpose of identifying and reporting content violations to appropriate authorities.

4.6.2 Methods.

We use automated methods where reasonably possible. Occasionally we may need to manually review communications, such as for investigations or customer support.

4.6.3 Non-Sale.

We will not sell reviews or analyses of these communications.

4.7 Provide Payment Services.

Personal information is used to enable, or authorize third parties to use, Payment Services (as defined in the Payments Terms), such as to:

- process payments,
- perform the contract with you,
- verify your identity,
- detect and prevent money laundering, fraud, abuse, and security incidents,
- conduct security investigations and risk assessments,
- comply with applicable legal and compliance obligations, such as anti-money laundering regulations and sanctions enforcement,
- conduct collections activities,
- enforce the Payment Terms and other payment policies, and
- provide and improve Payment Services.

If you are not an Airbnb user, we may receive payment information relating to you, such as when an Airbnb user provides your payment card to complete a booking. See our Help Center article on [Paying and getting paid on behalf of someone else](#).

4.8 Facilitate the Sale of Guest Insurance.

Personal information is used and disclosed to:

- offer Guest Insurance to you,
- assess your eligibility to purchase Guest Insurance, based on the details of your trip, and
- facilitate the underwriting and administration of your Guest Insurance, such as policy claims and benefits.

5. WHO WE DISCLOSE PERSONAL INFORMATION TO.

We may disclose your personal information to:

5.1 Other Members.

We may disclose personal information in certain situations, as described in [Disclosing personal information with other Members](#), to enable you to purchase, participate in, or offer bookings, connections, or other interactions between Members.

5.2 Members' Vendors or Partners.

Hosts may use third-party services to help manage or deliver Host Services, such as cleaning services, lock providers, support staff, or assistants. Hosts may use features on the Airbnb Platform to disclose personal information about the Guest to such third-party vendors or partners. Other Members may use services other than Airbnb to process your data, including email or reservation management software. Such services are outside of Airbnb's control and will be subject to their own policies and applicable law.

5.3 Building Management.

We may disclose personal information of Hosts and Guests to Building Management, including booking information and information related to compliance with applicable laws, in order to facilitate programs with Building Management. Guest booking and personal information, including guest contact information, may be disclosed to the Building Management of the building, complex, or community where a host lives and/or the Listing is located to facilitate hosting services, compliance with applicable laws, security, billing, and other services.

5.4 Airbnb for Work Partners.

If a booking is designated as being for a business or work purpose and is made by a Guest affiliated with an Enterprise enrolled in Airbnb for Work, we may disclose information related to the booking to the Enterprise to the extent necessary for the adequate performance of Airbnb's contract with the Enterprise and to provide the Airbnb Platform. At the request of the Enterprise or the Guest, we may also disclose this information to third parties engaged by the Enterprise to provide support services.

5.5 Vendors or Partners.

We disclose personal information with affiliated and unaffiliated vendors or partners (including their vendors or partners) to help us run our business, provide services and products to users, including AI, and for their compliance purposes, including those that help us: (i) verify your identity or authenticate your identification documents, (ii) confirm your eligibility to host, including for insurance and license verification, (iii) check information against public databases, (iv) conduct background checks, fraud prevention, security investigations, and risk assessments, (v) perform product development and improvement, maintenance, and debugging, (vi) allow the provision of the Airbnb Platform through third-party platforms and software tools, (vii) provide customer service, advertising, or payments services, (viii) offer additional services you select, (ix) process, handle, or assess insurance claims or similar claims, (x) review, scan, and analyze communications on the Airbnb Platform for certain purposes, such as evidence of child exploitation (see the "[Analyze Your Communications](#)" section for additional information), or (xi) offer flexible payment plans and financing provided by a third-party credit provider. These providers are contractually bound to protect your personal information, have access to your personal information to perform these tasks, and may also disclose your personal information where required by law. We may share pseudonymized data with third-party partners who are not capable of re-identifying the data.

5.6 Events Providers.

If you elect to attend an event and your attendance is facilitated or sponsored by Airbnb or its partner(s), we may disclose your personal information to third-party events providers and their or Airbnb's service providers for the purpose of enabling your participation in the event, such as issuing tickets and credentials.

5.7 Corporate Affiliates.

To support us in providing, integrating, promoting, and improving the Airbnb Platform, Payment Services, and our affiliates' services, we may disclose personal information between our Corporate Affiliates, as defined in [Schedule 1](#), including:

5.7.1 Airbnb, Inc.

Even if your country of residence is not the United States, your personal information will be disclosed to Airbnb, Inc., which provides the technical infrastructure for the Airbnb Platform.

5.7.2 Airbnb Payments.

In order to facilitate payments on or through the Airbnb Platform, certain personal information as described in the “[Outside the United States Privacy Supplement](#),” the “[China Privacy Supplement](#),” the “[United States Privacy Supplement](#),” the “[Brazil Privacy Supplement](#),” and the “[Korea Privacy Supplement](#)” will be disclosed to the relevant Payments Controller.

5.7.3 Airbnb Insurance Agent Affiliates.

In order to facilitate the offer of Guest Insurance on or through the Airbnb Platform, certain personal information as described in the [Privacy Policy Supplement for Insurance](#) will be disclosed to the relevant Insurance Controller.

5.7.4 Airbnb Ireland UC.

Even if your country of residence is outside the EEA, your personal information may be disclosed to Airbnb Ireland UC, which provides customer support and other business operation services to other Airbnb entities and may be disclosed in line with the section “[Comply with Law, Respond to Legal Requests, Prevent Harm, and Protect Our Rights](#).”

5.7.5 Airbnb GSL.

Even if your country of residence is not Japan, your personal information may be disclosed to Airbnb GSL, which provides customer support and other business operation services to other Airbnb entities.

5.7.6 Airbnb Singapore and Airbnb China.

If your place of residence or establishment is China, your personal information is collected, stored and processed by Airbnb Singapore, and a copy of your account data will be transferred to, stored and processed by Airbnb China. Similar to other hospitality or short-term rental companies that do business in China, Airbnb Singapore and Airbnb China may disclose your personal information to Chinese government agencies without further notice to you. Your personal information may be further disclosed to vendors or partners, including in China, to help run our business. Our vendors or partners may also disclose your personal information where required by law.

6. WHY WE DISCLOSE YOUR PERSONAL INFORMATION.

We may disclose your personal information in order to:

6.1 Act with Your Consent or at Your Direction.

Where you provide consent or direct us to disclose your personal information, we disclose your personal information as described at the time of consent or direction, such as when authorizing a third-party application or

website to access your Airbnb account, processing an insurance claim, applying for flexible payment and financing products, or participating in promotional activities by Airbnb partners or third parties.

6.2 Build Your Public Profile.

Personal information you disclose publicly on the Airbnb Platform may be indexed through third-party search engines. In some cases, you may opt-out of this sharing in your account settings. For more information, see our article on [What info is shown on your profile](#). We may make certain personal information publicly visible to others, such as:

- your profile and account information and information derived from them, as described [here](#),
- listing pages that include information such as the Listing's approximate or precise location description, calendar availability, profile photo, aggregated demand information, and additional information you choose to disclose,
- reviews, ratings, and other public feedback, and
- content in a community or discussion forum, blog, or social media post, and content you make available to the public, including Listing details on third-party sites, platforms, and apps.

6.3 Comply with Law, Respond to Legal Requests, Prevent Harm, and Protect Our Rights.

6.3.1 Disclosure.

As we reasonably deem appropriate, we may disclose your personal information or communications to courts, law enforcement, governmental or public authorities, tax authorities, authorized third parties, or other Members, if and to the extent we are required or permitted to do so by law or where disclosure is reasonably necessary to: (i) comply with our legal obligations, (ii) comply with a valid legal request, such as a subpoena or court order, or to respond to claims asserted against Airbnb, (iii) respond to a valid legal request relating to a criminal investigation to address alleged or suspected illegal activity, or to respond to or address any other activity that may expose us, you, or any other of our users to legal or regulatory liability (more information on Airbnb's Law Enforcement Guidelines [here](#)), (iv) enforce and administer our [agreements](#) with Members, including our [Terms](#), [Additional Legal Terms](#), and [Policies](#), (v) investigate potential violations of applicable law, including emergency situations which may involve the risk of death or serious physical harm, (vi) respond to requests for or in connection with current or prospective claims or legal proceedings concerning Airbnb and/or third parties, in accordance with applicable law, or (vii) protect the safety, security, rights, or property of Airbnb, its employees, its Members, or the public.

6.3.2 To Tax Authorities.

Where legally required or permissible according to applicable law, we may disclose Hosts' and/or Guests' personal information to relevant tax authorities or other governmental agencies, depending on where you are

based, for the purpose of the tax authorities' determination of proper compliance with relevant tax obligations. For more information, visit our [Help Center](#).

6.3.3 To Governmental Authorities for Registrations, Notifications, Permits, or License Applications or Numbers.

In jurisdictions where Airbnb facilitates or requires a registration, notification, permit, or license application or number of a Host with a governmental authority, we may disclose personal information of participating Hosts, including registration numbers and Host contact information, to the relevant authority, during the application process, when the Listing is published, and periodically thereafter.

6.3.4 Notification.

Where appropriate and/or legally required, we may notify Members about legal requests, unless: (i) providing notice is prohibited by the legal process itself, by court order we receive, or by applicable law, or (ii) we believe that providing notice would be futile, ineffective, create a risk of injury or bodily harm to an individual or group, or create or increase a risk of fraud upon or harm to Airbnb, our Members, or expose Airbnb to a claim of obstruction of justice.

6.4 Effectuate Business Transactions.

If Airbnb undertakes or is involved in any merger, acquisition, reorganization, sale of assets, bankruptcy, or insolvency event, then we may sell, transfer, or share some or all of our assets, including your personal information, in connection with such transaction or in contemplation of such transaction, such as due diligence. In this event, we will notify you before your personal information is transferred and becomes subject to a different privacy policy.

7. THIRD-PARTY PARTNERS AND INTEGRATIONS.

7.1 Linking Third-Party Services.

You can link your Airbnb account with certain third-party services, such as social networks. When you direct the data sharing by creating this link:

- some of the information provided to us from linking accounts may be published on your public profile,
- information you provide to us from the linking of your accounts may be stored, processed, and transmitted for fraud prevention, security investigations, and risk assessment purposes,
- we disclose information about your reservation with third-party travel partners and reward programs, and
- publication and display of information that you provide to the Airbnb Platform through this linkage is subject to your settings and authorizations on the Airbnb Platform and the third-party service.

7.2 Third-Party Service Terms.

Parts of Airbnb may link to third-party services. Airbnb does not own or control these third parties. When you interact with these third parties and choose to use their service, you are providing your personal information to them. Your use of these services is subject to the privacy policies of those providers, including [Google Maps/Earth Additional Terms of Use](#), [Google Terms of Use](#), [Google Privacy Policy](#) (see [here](#) for more information on how Google uses personal information), [Paypal Privacy Statement](#), [Klarna Privacy Policy](#), and [Stripe Privacy Policy](#). Such third-party services may be used to:

7.2.1 Enable Bookings.

Third-party services may be used to enable the calendar and booking of a Listing, including:

- [FareHarbor Privacy Statement](#),
- [Squarespace Privacy Policy](#),
- [Square Privacy Notice](#),
- [Peek Privacy Policy](#), and
- [Rezdy Privacy Policy](#).

7.2.2 Obtain Background Screenings.

Third-party services may be used to enable you to obtain background screenings.

- [HireRight Privacy Notice](#).

8. CHANGING YOUR COUNTRY OR STATE OF RESIDENCE.

8.1 Applicable Controller.

If we determine that you have changed your country (or state, for users in the United States) of residence, the Controller and/or Payments Controller and/or Insurance Controller will be determined based on your new country or state of residence from the date on which your country or state of residence changes. We determine your country or state of residence based on automated review of your account information and your interactions with the Airbnb Platform, and will update this as necessary.

8.2 Transfer Between Controllers.

The Controller and/or Payments Controller and/or Insurance Controller that originally collected your personal information will need to transfer such personal information to the new applicable Controller and/or Payments Controller and/or Insurance Controller. The new Controller and/or Payment Controller and/or Insurance

Controller will continue to process your personal information as described in this Privacy Policy, when applicable.

8.3 Applicable Rights.

Your country or state of residence may impact the rights available to you.

9. YOUR RIGHTS.

You may exercise any of the rights described in this section consistent with applicable law.

We offer many privacy controls directly within your Account settings. Click [here](#) for more information about how to control Airbnb's use of your personal information. In addition, if you do not want Airbnb to use your personal information to develop and improve AI models that power certain features on Airbnb, you can set your preferences as described [here](#).

9.1 EU and UK Residents.

Learn more about your rights under the General Data Protection Regulation ("GDPR") [here](#).

9.2 Brazil Residents.

Learn more about your rights under the Brazil General Data Protection Law ("LGPD") [here](#).

9.3 U.S. Residents.

Learn more about rights you may have under applicable state law [here](#).

9.4 China Residents.

Learn more about your rights [here](#).

9.5 Korea Residents.

Learn more about your rights [here](#).

9.6 Managing Your Personal Information.

You can access and update some of your personal information through your Account settings. You are responsible for keeping your personal information up to date.

10. RETENTION.

10.1 Retention Periods.

We retain personal information for as long as needed or as permitted in light of the purpose(s) for which it was obtained and further processed and consistent with applicable law. The criteria used to determine our retention periods include:

- the length of time we have an ongoing relationship with you and provide the Airbnb Platform to you, whether you are a Guest or a Host (for example, for as long as you have an account with us or keep using Airbnb) and the length of time thereafter during which we may have a legitimate need to retain your personal information, such as to manage and protect our business, to address issues or defend claims that may arise,
- whether there is a legal, tax, reporting, or auditing obligation to which we are subject, such as anti-money laundering requirements that requires us to keep records of your transactions for a certain period of time before we can delete them, and
- whether retention is advisable in light of our legal position or to protect the safety of individuals, which includes retention that is required or prudent in accordance with applicable statutes of limitations, litigation, or regulatory investigations.

10.2 Shared Personal Information.

Personal information you have shared with other Members, such as Reviews and forum postings, may continue to be publicly visible on Airbnb, even after your Airbnb Account is canceled.

10.3 Residual Copies.

Because we take measures to protect data from accidental or malicious loss and destruction, residual copies of your personal information may not be removed from our backup systems for a limited period of time.

11. SECURITY AND PRIVACY-ENHANCING TECHNOLOGIES.

While no organization can guarantee perfect security, we are continuously implementing and updating administrative, technical, and physical security measures to help protect your personal information against unlawful or unauthorized access, loss, destruction, or alteration.

When we use personal information to develop and improve AI, we also take appropriate measures to safeguard your privacy. This may include de-identifying your personal information prior to developing and improving a model by removing references to your name and other identifying information, implementing data encryption, using pseudonymization, and other privacy-enhancing techniques. We also restrict access to personal information used in this manner to a limited number of authorized individuals subject to strict confidentiality obligations.

12. CHANGES TO THIS PRIVACY POLICY.

We reserve the right to modify this Privacy Policy at any time in accordance with applicable law. If we do so, we will post the revised Privacy Policy and update the “Last Updated” date at the top. In case of material changes, we will also provide you with notice of the modification by email at least thirty (30) days before the effective date. If you disagree with the revised Privacy Policy, you can cancel your Account. If you do not cancel your Account before the date the revised Privacy Policy becomes effective, your continued access to or use of the Airbnb Platform will be subject to the revised Privacy Policy.

13. CONTACT INFORMATION AND RESPONSIBLE AIRBNB ENTITIES.

For questions or complaints about this Privacy Policy or Airbnb’s handling of personal information (i) If you reside in the United States, contact us by mail at Airbnb, Inc., Legal Privacy, 888 Brannan Street, San Francisco, CA 94103 USA, by email at dpo@airbnb.com, or by toll-free call at (844) 234-2500; (ii) for payments-related matters, please use the contact information provided in the [Payments Terms](#), and (iii) if you reside outside the United States but not in China or Brazil, you may contact us by emailing dpo@airbnb.com, (iv) if you reside in Brazil, please use the contact information for your controller provided in the [Brazil Privacy Supplement](#) page, (v) you reside in China, please use the contact information for your controller provided in the China Privacy Supplement page, and (vi) if you reside in Korea, please use the contact information for your controller provided in the [Korea Privacy Supplement](#) page.

14. DEFINITIONS.

Undefined terms in this Privacy Policy have the same definition as in our [Terms](#).

SCHEDULE 1

"Corporate Affiliates" means any of the entities listed in the table below and HotelTonight LLC.

YOUR PLACE OF RESIDENCE OR ESTABLISHMENT	YOUR ACTIVITY ON THE AIRBNB PLATFORM(-)	YOUR CONTROLLER	CONTACT ADDRESS
Australia	Payments Services in connection with booking any Host Service or purchasing Guest Insurance.	Airbnb Payments Australia Pty. Ltd.*	58 Gipps Street Collingwood VIC 3066 Australia

	Payments Services for all other activities.	Airbnb Payments UK Ltd.	280 Bishopsgate London, EC2M 4AG United Kingdom
	Booking or offering certain hotels or traditional accommodations, where Airbnb Travel, LLC is identified in the checkout or listing process.	Airbnb Travel, LLC	888 Brannan Street San Francisco, CA 94103 United States
	Booking or offering accommodations located in the United States for stays of 28 nights or more where Airbnb Stays, Inc. is identified in the checkout or listing process.	Airbnb Stays, Inc.	888 Brannan Street San Francisco, CA 94103 United States
	Booking or offering accommodations where Luxury Retreats International ULC is identified in the checkout or listing process or other product surface.	Luxury Retreats International ULC	5530 St. Patrick Street, Suite 2210 Montreal, Quebec, H4E 1A8 Canada
	Booking, participating in, or offering a Service	Airbnb Beyond Limited(+)	25 North Wall Quay

	or Experience through the Airbnb Platform.		Dublin 1, D01 H104 Ireland
	All other activities.	Airbnb Ireland UC(+)	25 North Wall Quay Dublin 1, D01 H104 Ireland
Brazil	All activities done by a Guest or a Host residing in Brazil.	Airbnb Plataforma Digital Ltda.**	Rua Aspicuelta 422, conjunto 51, CEP: 05433-010 São Paulo - SP Brazil
Canada	Payments Services for all activities.	Airbnb Payments Canada Inc.	22 St. Clair Avenue East Suite 200 Toronto, M4T 2S3, Ontario Canada
	Booking or offering certain hotels or traditional accommodations, where Airbnb Travel, LLC is identified in the checkout or listing process.	Airbnb Travel, LLC	888 Brannan Street San Francisco, CA 94103 United States
	Booking or offering accommodations located in the	Airbnb Stays, Inc.	888 Brannan Street San Francisco,

	United States for stays of 28 nights or more where Airbnb Stays, Inc. is identified in the checkout or listing process.		CA 94103 United States
	Booking or offering accommodations where Luxury Retreats International ULC is identified in the checkout or listing process or other product surface.	Luxury Retreats International ULC	5530 St. Patrick Street, Suite 2210 Montreal, Quebec, H4E 1A8 Canada
	Booking, participating in, or offering a Service or Experience through the Airbnb Platform.	Airbnb Beyond Limited(+)	25 North Wall Quay Dublin 1, D01 H104 Ireland
	All other activities	Airbnb Ireland UC(+)	25 North Wall Quay Dublin 1, D01 H104 Ireland
EEA	Payments Services for all activities.	Airbnb Payments Luxembourg SA***	1st floor Oksigen Building 2 Rue Edward Steichen L-2540 Luxembourg, Luxembourg

	Booking or offering certain hotels or traditional accommodations, where Airbnb Travel, LLC is identified in the checkout or listing process.	Airbnb Travel, LLC	888 Brannan Street San Francisco, CA 94103 United States
	Booking or offering accommodations located in the United States for stays of 28 nights or more where Airbnb Stays, Inc. is identified in the checkout or listing process.	Airbnb Stays, Inc.	888 Brannan Street San Francisco, CA 94103 United States
	Booking or offering accommodations where Luxury Retreats International ULC is identified in the checkout or listing process or other product surface.	Luxury Retreats International ULC	5530 St. Patrick Street, Suite 2210 Montreal, Quebec, H4E 1A8 Canada
	Booking, participating in, or offering a Service or Experience through the Airbnb Platform.	Airbnb Beyond Limited(+)	25 North Wall Quay Dublin 1, D01 H104 Ireland
	All other activities.	Airbnb Ireland UC(+)	25 North Wall Quay

			Dublin 1, D01 H104 Ireland
India	Payments Services in connection with (i) booking or offering any Host Service, located outside India, or (ii) offering a Host Service in India to a Guest who resides outside of India.	Airbnb Payments UK Ltd.	280 Bishopsgate London, EC2M 4AG United Kingdom
	Payments Services in connection with all other activities.	Airbnb Payments India	Level 9, Spaze i-Tech Park, A1 Tower, Sector-49, Sohna Road Gurugram 122018 India
	Booking or offering certain hotels or traditional accommodations, where Airbnb Travel, LLC is identified in the checkout or listing process.	Airbnb Travel, LLC	888 Brannan Street San Francisco, CA 94103 United States
	Booking or offering accommodations located in the United States for stays of 28 nights or more where Airbnb Stays, Inc.	Airbnb Stays, Inc.	888 Brannan Street San Francisco, CA 94103 United States

	is identified in the checkout or listing process.		
	Booking or offering accommodations where Luxury Retreats International ULC is identified in the checkout or listing process or other product surface.	Luxury Retreats International ULC	5530 St. Patrick Street, Suite 2210 Montreal, Quebec, H4E 1A8 Canada
	Booking, participating in, or offering a Service or Experience through the Airbnb Platform.	Airbnb Beyond Limited(+)	25 North Wall Quay Dublin 1, D01 H104 Ireland
	All other activities.	Airbnb Ireland UC(+)	25 North Wall Quay Dublin 1, D01 H104 Ireland
Israel or the Palestinian Territories(-)	Payments Services for all activities.	Airbnb Payments UK Ltd.	280 Bishopsgate London, EC2M 4AG United Kingdom
	All other activities.	Airbnb Limited LLC	888 Brannan Street San Francisco, CA 94103 United States

Japan	Payments Services for all activities.	Airbnb Payments UK Ltd.	280 Bishopsgate London, EC2M 4AG United Kingdom
	Booking or offering any Host Service, located outside Japan.	Airbnb Ireland UC(+)	25 North Wall Quay Dublin 1, D01 H104 Ireland
	Booking or offering certain hotels or traditional accommodations, where Airbnb Travel, LLC is identified in the checkout or listing process.	Airbnb Travel, LLC	888 Brannan Street San Francisco, CA 94103 United States
	Booking or offering accommodations located in the United States for stays of 28 nights or more where Airbnb Stays, Inc. is identified in the checkout or listing process.	Airbnb Stays, Inc.	888 Brannan Street San Francisco, CA 94103 United States
	Booking or offering accommodations where Luxury Retreats International ULC is identified in the checkout or listing	Luxury Retreats International ULC	5530 St. Patrick Street, Suite 2210 Montreal, Quebec, H4E 1A8

	process or other product surface.		Canada
	Booking, participating in, or offering a Service or Experience through the Airbnb Platform.	Airbnb Beyond Limited(+)	25 North Wall Quay Dublin 1, D01 H104 Ireland
	All other activities.	Airbnb Global Services Limited	25 North Wall Quay Dublin 1, D01 H104 Ireland
Mexico	Payments Services in connection with booking any Host Service.	Airbnb Payments Mexico S. de R.L. de C.V.	Av. Paseo de Las Palmas 405 Int. 1701 Lomas de Chapultepec, Miguel Hidalgo, 11000 Mexico City, México
	Payments Services for all other activities.	Airbnb Payments UK Ltd.	280 Bishopsgate London, EC2M 4AG United Kingdom
	Booking or offering certain hotels or traditional accommodations, where Airbnb Travel, LLC is identified in the	Airbnb Travel, LLC	888 Brannan Street San Francisco, CA 94103 United States

	checkout or listing process.		
	Booking or offering accommodations located in the United States for stays of 28 nights or more where Airbnb Stays, Inc. is identified in the checkout or listing process.	Airbnb Stays, Inc.	888 Brannan Street San Francisco, CA 94103 United States
	Booking or offering accommodations where Luxury Retreats International ULC is identified in the checkout or listing process or other product surface.	Luxury Retreats International ULC	5530 St. Patrick Street, Suite 2210 Montreal, Quebec, H4E 1A8 Canada
	Booking, participating in, or offering a Service or Experience through the Airbnb Platform.	Airbnb Beyond Limited(+)	25 North Wall Quay Dublin 1, D01 H104 Ireland
	All other activities.	Airbnb Ireland UC(+)	25 North Wall Quay Dublin 1, D01 H104 Ireland
United Kingdom	Payments Services for all activities.	Airbnb Payments UK Ltd.	280 Bishopsgate London, EC2M 4AG

			United Kingdom
	Booking or offering certain hotels or traditional accommodations, where Airbnb Travel, LLC is identified in the checkout or listing process.	Airbnb Travel, LLC	888 Brannan Street San Francisco, CA 94103 United States
	Booking or offering accommodations located in the United States for stays of 28 nights or more where Airbnb Stays, Inc. is identified in the checkout or listing process.	Airbnb Stays, Inc.	888 Brannan Street San Francisco, CA 94103 United States
	Booking or offering accommodations where Luxury Retreats International ULC is identified in the checkout or listing process or other product surface.	Luxury Retreats International ULC	5530 St. Patrick Street, Suite 2210 Montreal, Quebec, H4E 1A8 Canada
	Booking, participating in, or offering a Service or Experience through the Airbnb Platform.	Airbnb Beyond Limited(+)	25 North Wall Quay Dublin 1, D01 H104 Ireland

	All other activities.	Airbnb Ireland UC(+)	25 North Wall Quay Dublin 1, D01 H104 Ireland
United States	Payments Services for all activities.	Airbnb Payments, Inc.	888 Brannan Street San Francisco, CA 94103 United States
	Booking or offering certain hotels or traditional accommodations, where Airbnb Travel, LLC is identified in the checkout or listing process.	Airbnb Travel, LLC	888 Brannan Street San Francisco, CA 94103 United States
	Booking or offering accommodations located in the United States for stays of 28 nights or more where Airbnb Stays, Inc. is identified in the checkout or listing process.	Airbnb Stays, Inc.	888 Brannan Street San Francisco, CA 94103 United States
	Issue U.S. gift cards.	Airbnb Gift Card Services, LLC	888 Brannan Street San Francisco, CA 94103 United States

	Booking, participating in, or offering a Service or Experience through the Airbnb Platform.	Airbnb Beyond LLC	888 Brannan Street San Francisco, CA 94103 United States
	All other activities.	Airbnb, Inc.	888 Brannan Street San Francisco, CA 94103 United States
United States Territories	Payments Services for all activities.	Airbnb Payments, Inc.	888 Brannan Street San Francisco, CA 94103 United States
	Booking or offering certain hotels or traditional accommodations, where Airbnb Travel, LLC is identified in the checkout or listing process.	Airbnb Travel, LLC	888 Brannan Street San Francisco, CA 94103 United States

	Booking or offering accommodations located in the United States for stays of 28 nights or more where Airbnb Stays, Inc. is identified in the checkout or listing process.	Airbnb Stays, Inc.	888 Brannan Street San Francisco, CA 94103 United States
	Booking or offering accommodations where Luxury Retreats International ULC is identified in the checkout or listing process or other product surface.	Luxury Retreats International ULC	5530 St. Patrick Street, Suite 2210 Montreal, Quebec, H4E 1A8 Canada
	Booking, participating in, or offering a Service or Experience through the Airbnb Platform.	Airbnb Beyond Limited(+)	25 North Wall Quay Dublin 1, D01 H104 Ireland
	All other activities.	Airbnb Ireland UC(+)	25 North Wall Quay Dublin 1, D01 H104 Ireland
All countries not listed above, except China	Payments Services for all activities.	Airbnb Payments UK Ltd.	280 Bishopsgate London, EC2M 4AG United Kingdom

	Booking or offering certain hotels or traditional accommodations, where Airbnb Travel, LLC is identified in the checkout or listing process.	Airbnb Travel, LLC	888 Brannan Street San Francisco, CA 94103 United States
	Booking or offering accommodations located in the United States for stays of 28 nights or more where Airbnb Stays, Inc. is identified in the checkout or listing process.	Airbnb Stays, Inc.	888 Brannan Street San Francisco, CA 94103 United States
	Booking or offering accommodations where Luxury Retreats International ULC is identified in the checkout or listing process or other product surface.	Luxury Retreats International ULC	5530 St. Patrick Street, Suite 2210 Montreal, Quebec, H4E 1A8 Canada
	Booking, participating in, or offering a Service or Experience through the Airbnb Platform.	Airbnb Beyond Limited(+)	25 North Wall Quay Dublin 1, D01 H104 Ireland
	All other activities.	Airbnb Ireland UC(+)	25 North Wall Quay Dublin 1, D01 H104

			Ireland
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*Airbnb Payments UK is responsible for all Payments Services before January 9, 2019.

**After April 1, 2022, Airbnb Plataforma Digital Ltda. is responsible for all activities done by a Guest or Host residing in Brazil.

***Airbnb Payments UK is responsible for Payments Services before May 10, 2020.

(+) If you book or offer a hotel or traditional accommodation and Airbnb Travel, LLC is identified as the contracting entity, Airbnb Ireland UC and Airbnb Travel, LLC act as joint controllers. If you book or offer a Service or Experience and Airbnb Beyond Limited is identified as the contracting entity, Airbnb Ireland UC and Airbnb Beyond Limited act as joint controllers. If you book a long term stay accommodation in the U.S. and Airbnb Stays, Inc. is the contracting entity, Airbnb Ireland UC and Airbnb Stays Inc. act as joint controllers. Contact Airbnb Travel, LLC and Airbnb Stays, Inc. at 888 Brannan Street, San Francisco, CA 94103, United States. If you use Airbnb to book or host a charitable stay related to Airbnb.org's programs, or to make a donation to Airbnb.org, then Airbnb Ireland/Airbnb Global Services Limited and Airbnb.org are joint controllers for the purpose of those transactions. You can view the Airbnb.org Privacy Policy [here](#).

(-) If you book or offer any Accommodations or conduct any other activity, aside from Payments Services, located in Israel or the Palestinian Territories on or after April, 20, 2026, your controller is Airbnb Limited LLC at 888 Brannan Street, San Francisco, CA 94103.