

VIP BNB Privacy Policy

Effective Date: May 1, 2026 · Last Updated: June 7, 2026

www.vip-bnb.com · info@vip-bnb.com

VIP BNB (“VIP BNB,” “we,” “our,” or “us”) respects your privacy and is committed to protecting the personal information you provide to us. This Privacy Policy explains how we collect, use, disclose, retain, and protect information when you visit our website, communicate with us, request services, place an order, rent equipment, arrange delivery, or otherwise interact with VIP BNB. By using our website or services, you agree to the collection and use of information as described in this Privacy Policy. If you do not agree, you should not use our website or services.

1. Information We Collect

We may collect personal information directly from you, automatically through our website, from hosts or property owners, from service providers, and from other lawful sources. The types of information we may collect include:

- Contact and identity information, such as name, email address, phone number, billing address, delivery address, short-term rental property address, reservation details, and other information you provide when contacting us or placing an order.
- Order and transaction information, such as products or services ordered, rental equipment selected, delivery and pickup instructions, payment status, security deposit information, order history, and customer service records.
- Payment information processed through third-party payment processors. We may receive limited payment-related information, such as transaction confirmation, payment status, the last four digits of a payment card, billing details, or fraud-prevention information. We do not intentionally store full payment card numbers on our own systems; card processing is handled through a secure third-party payment provider.
- Rental, delivery, and service information, including property access instructions, delivery windows, photos of delivered items, condition documentation, damage and lost-item reports, and communications with guests, hosts, property managers, or service providers.
- Website and device information, such as IP address, browser and device type, operating system, pages visited, referring website, date and time of visit, approximate location derived from IP address, and website usage data.
- Communications, including emails, texts, calls, forms, notes, requests, and complaints.
- Information from hosts, property owners, property managers, or partners needed to coordinate amenities, delivery, setup, pickup, access, and guest service.

We do not seek to collect sensitive personal information unless necessary to provide services, comply with law, process payments, prevent fraud, or protect safety. Please do not submit unnecessary sensitive information through our website or communications.

2. How We Use Information

We may use personal information for business and commercial purposes, including to: provide, manage, and fulfill orders, rentals, amenities, deliveries, and pickups; communicate with guests, hosts, property owners, property managers, vendors, and service providers; process payments, deposits, refunds, credits, fees, replacements, damage claims, and chargebacks; verify orders, prevent fraud, and enforce our agreements; coordinate logistics, property access, delivery timing, setup, pickup, and equipment-condition documentation; respond to questions, requests, complaints, and disputes; improve our website, services, products, and guest and host experience; send service-

related messages, confirmations, updates, and administrative notices; send promotional communications where permitted by law (you may opt out at any time); comply with legal, tax, accounting, insurance, and contractual obligations and lawful requests; protect the rights, safety, property, and security of VIP BNB and others; and evaluate, structure, finance, transfer, sell, or reorganize all or part of our business.

3. How We Share Information

We may share personal information as reasonably necessary to operate our business and provide services, including with: hosts, property owners, and property managers associated with the relevant property; payment processors; delivery, setup, maintenance, cleaning, technology, customer-support, and other service providers; website, hosting, analytics, and technology providers; attorneys, accountants, insurers, auditors, and professional advisors; governmental authorities, law enforcement, or courts where disclosure is necessary to comply with law, enforce agreements, respond to lawful requests, protect safety, investigate fraud, collect amounts owed, resolve disputes, or protect rights and property; and parties involved in a merger, acquisition, sale, financing, reorganization, bankruptcy, or other business transaction involving VIP BNB.

4. Cookies, Analytics, and Advertising Technologies

Updated to reflect advertising/pixel use.

Our website uses cookies, pixels, tags, software development kits, analytics tools, log files, advertising identifiers, and similar tracking technologies. These technologies may collect information such as IP address, browser and device type, operating system, referring pages, pages viewed, time spent, links clicked, approximate location, and other website usage information.

Advertising and social media pixels. We use advertising and analytics technologies provided by third parties, which may include the Meta (Facebook and Instagram) pixel, Google analytics and advertising tags, and similar tools. These technologies allow us and these third parties to measure and improve advertising, understand how visitors use our site, and show you relevant ads on third-party platforms. When these technologies are active, certain identifiers and activity data may be transmitted to these third parties and combined with information they already hold. Under the California Consumer Privacy Act, as amended (the “CCPA/CPRA”), and similar laws, this activity may be considered “sharing” for cross-context behavioral advertising or a “sale” of personal information, even though we do not receive money for it.

Your choices. You can opt out of this sharing/selling through our “Do Not Sell or Share My Personal Information” link (described in Section 5) or by emailing info@vip-bnb.com. You may also control cookies through your browser settings, including refusing or deleting cookies, although blocking cookies may affect certain website features. Some cookies are strictly necessary for the website to function. We honor recognized browser-based opt-out preference signals (such as Global Privacy Control) where required by applicable law; because there is no universally accepted technical standard, we may not respond to all “Do Not Track” signals.

Third-party providers collect information through these technologies subject to their own privacy policies. We encourage you to review the privacy and advertising settings of those providers.

5. Your Right to Opt Out of Sale or Sharing

VIP BNB does not sell your personal information for money. However, as described in Section 4, our use of advertising and analytics technologies (including the Meta and Google pixels) may constitute “sharing” or a “sale” of personal information under the CCPA/CPRA and certain other state privacy laws. To the extent these activities trigger opt-out rights, you may exercise them as follows:

- Use the “Do Not Sell or Share My Personal Information” link in our website footer, where available;
- Enable a recognized opt-out preference signal (such as Global Privacy Control) in your browser; or
- Email info@vip-bnb.com with the subject line “Do Not Sell or Share” and the email or device information needed to apply your request.

We do not knowingly sell or share the personal information of consumers we know to be under 16 years of age without the affirmative authorization required by law. We will not discriminate against you for exercising your privacy rights. If our practices change, we will update this Privacy Policy and provide any legally required notices and opt-out mechanisms.

6. Text Messages, Emails, and Service Communications

By providing your contact information, you authorize VIP BNB to contact you regarding orders, services, deliveries, pickups, payments, security deposits, damage claims, customer support, policy updates, and related service matters. We may also send promotional communications where permitted by law. You may opt out of marketing emails by following the unsubscribe instructions in the email or by contacting info@vip-bnb.com, and you may opt out of marketing texts by replying STOP. Even if you opt out of marketing messages, we may still send non-marketing communications related to active orders, rentals, transactions, legal notices, safety issues, or service administration. Message and data rates may apply.

7. Security Deposits, Damage Claims, and Documentation

When rental equipment, amenities, or services involve a security deposit, damage review, loss or replacement claim, or dispute, we may collect and retain information related to the order, guest, host, property, item condition, delivery, pickup, photographs, communications, invoices, replacement costs, and payment history. This information may be used to determine responsibility, document damage or loss, process charges, support claims, respond to disputes, communicate with hosts or guests, and enforce applicable rental terms, waivers, host agreements, or service agreements.

8. Data Retention

We retain personal information for as long as reasonably necessary to provide services, complete transactions, manage customer and host relationships, comply with legal and tax obligations, resolve disputes, enforce agreements, maintain business records, prevent fraud, and protect our legal rights. As general guidance, we typically retain order and transaction records for the period required by applicable tax and accounting rules (generally several years), retain damage and dispute records until the matter is resolved and any applicable limitations period has passed, and delete or de-identify marketing and website analytics data on a shorter cycle. Actual retention periods vary depending on the type of information, the nature of the service, and legal, insurance, accounting, dispute-risk, and operational needs.

9. Data Security

We use reasonable administrative, technical, and physical safeguards designed to protect personal information from unauthorized access, loss, misuse, disclosure, alteration, or destruction. However, no website, payment system, transmission method, or electronic storage system is completely secure, and we cannot guarantee absolute security. You are responsible for using secure networks, protecting your own devices, and avoiding unauthorized access to your communications or accounts.

10. Children’s Privacy

VIP BNB’s website and services are intended for adults and are not directed to children under 16. We do not knowingly collect personal information from children under 16 without appropriate parental or legal consent. If we learn that we have collected personal information from a child under 16 without such consent, we will take reasonable steps to delete it. Parents or guardians who believe a child has provided personal information to VIP BNB may contact us at info@vip-bnb.com. (For purposes of the federal Children’s Online Privacy Protection Act, which applies to children under 13, we likewise do not knowingly collect personal information from children under 13.)

11. California Privacy Rights

Depending on whether VIP BNB is legally subject to the CCPA/CPRA, California residents may have certain rights regarding their personal information, which may include the right to know and access the personal information we collect; the right to correct inaccurate information; the right to delete personal information; the right to opt out of the sale or sharing of personal information (see Section 5); the right to limit the use of sensitive personal information; and the right not to be discriminated against for exercising these rights.

Even where these laws may not fully apply to VIP BNB because of business size, revenue, data volume, or other statutory thresholds, VIP BNB intends to handle reasonable privacy requests in good faith. California residents may contact us at info@vip-bnb.com to request access, correction, or deletion, or to request information about the categories of personal information collected, the categories of sources, the business or commercial purposes for collection, the categories of third parties to whom information was disclosed, and whether personal information has been sold or shared. We may need to verify your identity before responding and may require additional identifying information or written authorization for requests submitted through an authorized agent. We will respond within the timeframes required by applicable law.

12. California “Shine the Light” Notice

California residents may request certain information regarding our disclosure of personal information to third parties for their direct marketing purposes, if applicable. To make such a request, please contact us at info@vip-bnb.com with the subject line “California Shine the Light Request.”

13. Nevada and Other State Privacy Rights

Nevada residents may have the right to opt out of certain sales of covered information; VIP BNB does not currently sell covered information for money as defined under Nevada law, and Nevada residents may submit privacy-related requests to info@vip-bnb.com. Residents of other states that grant privacy rights may also contact us at info@vip-bnb.com to exercise any rights available to them under applicable law, and we will respond consistent with those laws.

14. Third-Party Websites and Services

Our website or communications may contain links to third-party websites, platforms, payment processors, booking platforms, delivery services, social media pages, or other services that are not owned or controlled by VIP BNB. We are not responsible for the privacy practices, security, content, terms, or policies of third-party websites or services. You should review the privacy policies of any third-party websites or services you use.

15. Host, Guest, and Property-Related Communications

VIP BNB may communicate with guests, hosts, property owners, property managers, vendors, and contractors as needed to coordinate services. Information shared for service coordination may include order details, delivery and pickup instructions, property access details, requested amenities, item availability, service timing, and damage or loss reports. Guests and hosts are responsible for ensuring that any information they provide to VIP BNB is accurate and that they have the authority to provide it.

16. Legal Compliance and Safety

VIP BNB may use and disclose personal information where necessary to comply with applicable laws, regulations, legal process, subpoenas, court orders, governmental requests, insurance requirements, tax and accounting obligations, or law-enforcement requests. We may also use and disclose information to investigate suspected fraud, unauthorized use, safety incidents, property damage, lost equipment, misuse of rental equipment, violations of agreements, or threats to the safety, rights, or property of VIP BNB, guests, hosts, vendors, contractors, or others.

17. International Users

VIP BNB is based in the United States. If you access our website or services from outside the United States, your information may be processed and stored in the United States or other locations where our service providers operate. By using our website or services, you understand that your information may be transferred to jurisdictions that may have privacy laws different from those in your location.

18. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The updated version will be posted on our website with a revised “Last Updated” date. Changes are effective when posted unless otherwise stated. Your continued use of our website or services after an updated Privacy Policy is posted means you accept the updated Privacy Policy.

19. Contact Us

For questions, privacy requests, or concerns about this Privacy Policy or VIP BNB’s privacy practices, please contact:

VIP BNB · Email: info@vip-bnb.com · Website: www.vip-bnb.com