

Feelspace Privacy Policy

For Feelspace websites, the Feelspace Directory, forms, bookings and services

Ro Po Co Pty Ltd trading as Feelspace | ABN 37 688 697 707 | hello@feelspace.net.au | Melbourne, Victoria

Last updated: 14 August 2026

1. Who we are

Ro Po Co Pty Ltd trading as Feelspace (ABN 37 688 697 707) provides life-size hologram presentation, connection, directory, booking, content preparation and related services under the Feelspace brand. This policy applies to feelspace.net.au, related service pages, the Feelspace Directory and information handled in connection with our services.

2. Information we may collect

- **Contact and organisation details** such as name, email, phone number, facility, business name, location and role.
- **Account and directory information** such as login details, talent profile information, profile images, biographies, session formats, website or promotional links, listing plan and verification status.
- **Booking and service information** such as requested dates, audience details, session notes, presenter availability, quotes, booking status and service correspondence.
- **Payment and payout references** such as Stripe customer, subscription, checkout and connected-account identifiers and status. Feelspace does not need to store full card or bank account numbers when Stripe processes those details.
- **Recordings and media** supplied for Feelspace preparation, presentation, review or approved promotional use.
- **Website and technical information** such as analytics events, device/browser information, IP/log data and security records.
- **Complaints, reports and moderation information** provided through the Directory or other Feelspace channels.

Please avoid providing sensitive information that is not reasonably necessary. Some services may involve health, aged-care, bereavement or family context if a customer chooses to provide it.

3. How we collect information

We may collect information directly through website forms, account registration, directory listings, booking requests, emails, phone calls, demonstrations, uploaded files and service communications. We may also receive relevant information from facilities, authorised representatives, presenters, partners, venues or service providers where reasonably necessary and permitted.

4. Why we use information

- To respond to enquiries, create and manage accounts, review and publish Directory listings, moderate comments and reports, and operate the Feelspace Directory.
- To coordinate presenter availability, prepare quotes, create secure payment links, confirm bookings, deliver services and manage cancellations or issues.
- To process subscriptions, payments and connected-account payouts through payment providers such as Stripe.
- To prepare, test and present supplied media and to coordinate with authorised facilities, presenters, operators or venues.

- To maintain security, prevent misuse, troubleshoot systems, keep business records and meet legal, insurance, accounting and dispute-management obligations.
- To analyse website use and improve Feelspace. Marketing communications are sent only where permitted, and identifiable customer recordings or testimonials are not used for promotion without separate permission.

5. Directory visibility and sharing

Approved Directory listings are intended to be public and may display the talent name, listing title, category, location, biography, session format, profile image and approved public links. Booking contact details and private booking notes are not intended to appear on the public listing. Booking information is shared only with people who reasonably need it to coordinate the requested service, including the relevant talent and authorised Feelspace personnel.

6. Service providers and overseas processing

Feelspace uses third-party providers for hosting, analytics, email, forms, file storage, payment processing, connected-account onboarding and business administration. These providers may process or store information in Australia or overseas and their infrastructure can change. We take reasonable steps to choose reputable providers and limit access to what is necessary. Payment and payout information handled directly by Stripe is also subject to Stripe's own privacy practices.

7. Security

We use administrative, technical and physical safeguards appropriate to our size and activities, which may include access controls, multi-factor authentication, secure transfer methods, backups, device security and limiting access to authorised people. No internet or storage system is completely secure and we cannot guarantee absolute security.

8. Retention and deletion

We retain information only for as long as reasonably needed for the purpose for which it was collected, to deliver and administer services, maintain records, resolve complaints or claims and comply with legal obligations. Sensitive working media should be deleted when no longer reasonably required, subject to agreed retention periods, backups and legal or dispute holds.

9. Access and correction

You may request access to personal information we hold about you or ask us to correct inaccurate, incomplete or out-of-date information. We may need to verify identity and authority. Requests can be sent to hello@feelspace.net.au.

10. Complaints

Privacy questions or complaints may be sent to hello@feelspace.net.au with enough information for us to understand the issue. We will investigate and respond within a reasonable time. Where the Privacy Act 1988 (Cth) applies and you remain dissatisfied, you may be entitled to contact the Office of the Australian Information Commissioner.

11. Cookies and analytics

Our website may use essential cookies, hosting logs and analytics tools, including Google Analytics, to understand website use, maintain security and improve performance. You can limit cookies through browser settings, although some website functions may be affected.

12. Automated processing

Feelspace systems may automatically calculate fees, update routine booking or subscription statuses and assist with technical processing. As at the date of this policy, Feelspace does not rely solely on automated decision-making for important listing approval, talent availability or final booking decisions. If our practices materially change, this policy will be updated.

13. Changes and contact

We may update this policy as our services, technology, providers or legal obligations change. The current version will be published on our website. Contact: hello@feelspace.net.au | feelspace.net.au | Melbourne, Victoria, Australia.

Your Words. Your Space.