

Feelspace Privacy Policy

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

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

Last updated: 15 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.
- Talent commercial eligibility information, including a declaration that the talent is aged 18 or over, the date of that declaration, country of residence and payout-status information. At this stage Feelspace does not need to collect a date of birth merely to record the 18+ declaration.
- Booking and service information such as requested dates, start times, expected duration, audience details, session notes, presenter availability, quotes, booking status, assigned organisation/site/device and service correspondence.
- Payment and payout references such as Stripe or other provider customer, checkout, subscription, connected-account, payout and status identifiers. Feelspace does not need to store full card or bank account numbers when a payment provider processes those details.
- Device and operational information such as Feelspace device codes, site assignments, application version, online/offline state, session state, network-readiness status, diagnostic events and security records.
- 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, device operators or service providers where reasonably necessary and permitted.

4. Why we use information

- To respond to enquiries, create and manage accounts, enforce talent eligibility, 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, assign sites/devices, create private live-session access and deliver services.

- To process subscriptions, customer payments and talent payouts through payment or payout providers, and to determine whether a payout method is available for a talent country.
- 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 and operational use and improve Feelspace. 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, public location, biography, session format, profile image and approved public links. A talent country used for commercial or payout administration does not need to be displayed separately where the public listing already contains a chosen location. Booking contact details, eligibility records, payout information, private booking notes and device administration data are not intended to appear on the public listing.

6. Service providers and overseas processing

Feelspace uses third-party providers for hosting, analytics, email, forms, file storage, video communications, payment processing, payout onboarding and business administration. These providers may process or store information in Australia or overseas and their infrastructure can change. Feelspace aims to limit provider access to what is reasonably necessary. Information handled directly by a payment, payout or video provider is also subject to that provider's 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, private session credentials, rate limiting 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 and expired private-session credentials should be deleted or revoked 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, create private session credentials, update routine booking or subscription statuses, assign technical identifiers 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 eligibility exceptions 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.