



Privacy Policy

Public website policy - suitable for footer download

Ro Po Co Pty Ltd trading as Feelspace | ABN 37 688 697 707

hello@feelspace.net.au | feelspace.net.au | Melbourne, Victoria, Australia

Effective date: 25 July 2026

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This policy explains how Ro Po Co Pty Ltd trading as Feelspace (Feelspace, we, us or our) handles personal information in connection with Feelspace, Lasting Moments, demonstrations, enquiries, bookings, industry partnerships and related services.

Feelspace aims to handle personal information transparently and in a manner aligned with the Australian Privacy Principles, whether or not every provision of the Privacy Act 1988 applies to a particular activity.

1. Who we are

Ro Po Co Pty Ltd trades as Feelspace and provides hologram presentation, media preparation, memorial, tribute, demonstration and related business services. Lasting Moments is a Feelspace service for pre-recorded messages created by the person appearing in the recording.

2. Information we may collect

- Identity and contact details, including names, email addresses, telephone numbers and location information.
- Enquiry, booking, payment, invoice, venue and service details.
- Names and contact details of funeral directors, celebrants, venues, family representatives, operators and industry partners.
- Video, audio, photographs, voice, likeness, written messages and associated production files supplied for a presentation.
- Information contained in communications, forms, feedback, testimonials, complaints and support requests.
- Technical information such as browser type, device information, website usage, analytics and referral information.
- Sensitive information voluntarily provided in connection with planning, health circumstances, bereavement, religion, culture or a memorial service. Please provide only information that is reasonably necessary.

3. How we collect information

We may collect information directly from you through our website, Zoho Forms, email, telephone, demonstrations, meetings, contracts, bookings and file transfers. We may also receive relevant information from a person authorised by you, a family representative, funeral director, celebrant, venue, operator or industry partner.

4. Why we collect, use and disclose information

- To respond to enquiries and provide demonstrations, quotes, bookings and services.
- To prepare, edit, format, test, transport and present authorised video and audio content.
- To coordinate with funeral directors, celebrants, venues, operators and authorised family representatives.

- To process payments, maintain business records and meet legal, accounting, insurance and safety obligations.
- To maintain, secure and improve our website, forms, systems and services.
- To manage complaints, disputes, incidents and requests for access, correction or deletion.
- To send service communications and, where consent has been given, relevant marketing communications.

5. Recordings and memorial content

Recordings and memorial content are treated as private service material. We will not use a customer recording, funeral footage, personal message, photograph, testimonial or identifying story for public promotion unless separate, specific permission has been obtained. Operational access is limited to people who reasonably need the material to provide the service.

6. Sharing information

We may disclose information to authorised family representatives, funeral directors, celebrants, venues, trained operators, contractors and service providers where reasonably necessary to provide the requested service. We may also disclose information where required or authorised by law, to protect safety, or to establish or respond to a legal claim.

7. Service providers and overseas processing

We use third-party providers for forms, email, website hosting, analytics, file storage, payment processing and business administration. These providers may process or store information in Australia or overseas. Provider locations and infrastructure can change. Current details may be requested by contacting us. We take reasonable steps to select reputable providers and limit access to what is necessary.

8. Security

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

9. Retention and deletion

We retain information only for as long as reasonably needed for the purpose for which it was collected, to complete the service, maintain records, manage claims and comply with legal obligations. Working copies of recordings are scheduled for secure deletion after the agreed retention period unless a longer period is requested or legally required. Backups may take additional time to cycle out.

10. 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 your identity. In limited circumstances we may refuse access where permitted by law and will explain the reason where appropriate.

11. Complaints

Privacy questions or complaints may be sent to hello@feelspace.net.au. Please include enough information for us to understand the issue. We will acknowledge the complaint, investigate it and respond within a reasonable time. If the Privacy Act applies and you are not satisfied, you may be able to contact the Office of the Australian Information Commissioner.

12. Cookies and analytics

Our website may use essential cookies and analytics tools, including Google Analytics, to understand website use and improve performance. You can limit cookies through your browser settings. Blocking some cookies may affect website functions.

13. Changes to this policy

We may update this policy as our services, technology or legal obligations change. The current version will be published on our website with an updated effective date.

14. Contact

hello@feelspace.net.au | feelspace.net.au | Melbourne, Victoria, Australia

Official guidance considered: Office of the Australian Information Commissioner - Australian Privacy Principles and guidance on APP privacy policies.