

The logo for Hot, Foggy & Fabulous is displayed in a dark blue rectangular box. The text 'Hot, Foggy' is in a gold serif font, and '& Fabulous' is in a gold cursive font. There are small gold starburst graphics around the text.

# Hot, Foggy & Fabulous

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## Privacy Policy

HR Culture Pty Ltd trading as Hot, Foggy & Fabulous®

ABN 56 600 092 108

*Last updated: June 2026*

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### 1. Who We Are

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Hot, Foggy & Fabulous® is a brand owned and operated by HR Culture Pty Ltd (ABN 56 600 092 108). We are a workplace menopause education and wellbeing brand offering keynote speaking, online content, and a range of products including journals, card decks, candles, gift boxes, and more.

In this policy, “we”, “us” and “our” refers to HR Culture Pty Ltd trading as Hot, Foggy & Fabulous®.

We are committed to protecting your personal information and handling it with care, transparency, and respect. This Privacy Policy explains what information we collect, why we collect it, how we use it, and your rights in relation to it.

We comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

### 2. What Information We Collect

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We collect personal information that is reasonably necessary for our business activities. This may include:

#### When you make a purchase

- Your name and contact details (email address, phone number, shipping address)
- Payment information -- processed securely through Stripe (online), Xero invoicing, or Square (face to face). We do not store your card details.
- Order details and purchase history

#### When you sign up to our email list

- Your name and email address
- Information about your preferences or interests, if you choose to share these with us

#### When you enquire about speaking or events

- Your name, job title, organisation, and contact details
- Details about your event or enquiry

#### **When you visit our website**

- Basic browsing data such as pages visited and time spent on the site (if analytics tools are in use -- see Section 6)

#### **When you contact us directly**

- Any information you choose to share with us via email, direct message, or enquiry form

### **3. Why We Collect Your Information**

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We collect and use your personal information to:

- Process and fulfil your orders and arrange delivery
- Communicate with you about your purchase or enquiry
- Send you our email newsletter and updates (with your consent)
- Respond to your questions or requests
- Improve our products, services, and website
- Meet our legal and business obligations

We will only use your information for the purpose it was collected, or for a directly related purpose you would reasonably expect.

### **4. Email Marketing and Flodesk**

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If you subscribe to our email list, your name and email address are stored and managed through Flodesk, our email marketing platform. Flodesk is a US-based service and your data is transferred to and stored on their servers. Flodesk complies with applicable privacy and data protection standards.

You can unsubscribe from our emails at any time by clicking the unsubscribe link at the bottom of any email, or by contacting us directly. We will not send you marketing emails without your consent.

If you make a purchase, we may contact you about your order and, where permitted, relevant updates. You can opt out at any time.

### **5. Payments**

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We process online payments through Stripe, send invoices through Xero, and process face-to-face payments through Square. These platforms handle your payment information securely and we do not store your full card details on our systems.

Stripe, Xero, and Square each have their own privacy policies which govern how they handle your payment data. We encourage you to review their policies if you have any questions about payment processing.

### **6. Our Website and Cookies**

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Our website may use basic cookies to support website functionality. We do not currently use third-party advertising cookies or detailed behavioural tracking.

If we introduce analytics tools such as Google Analytics in the future, we will update this policy and, where required, seek your consent.

Most browsers allow you to control cookies through your settings. Disabling cookies may affect some functionality of our website.

## 7. Sharing Your Information

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We do not sell, rent, or trade your personal information. We may share your information with trusted third parties only where necessary to run our business, including:

- Payment processors (Stripe, Xero, Square) to process your transactions
- Email marketing platforms (Flodesk) to manage our subscriber list
- Delivery and logistics partners to fulfil your order
- Professional advisers such as accountants or legal advisers, where required

We require all third parties to handle your information securely and in accordance with applicable privacy laws.

We may also disclose your information if required to do so by law or in response to a valid legal request.

## 8. Overseas Disclosure

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Some of the third-party platforms we use (including Flodesk and Stripe) store data on servers located outside Australia, including in the United States. By using our services, you consent to your personal information being held and processed in these countries.

We take reasonable steps to ensure overseas recipients handle your data in a way that is consistent with the Australian Privacy Principles.

## 9. How We Protect Your Information

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We take reasonable steps to protect your personal information from misuse, interference, loss, and unauthorised access. This includes using secure platforms for payments and email marketing, and limiting access to your information to those who need it to do their job.

While we do our best to protect your information, no method of transmission or storage is completely secure. If you have any concerns, please get in touch with us directly.

## 10. Accessing and Correcting Your Information

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You have the right to access the personal information we hold about you and to ask us to correct it if it is inaccurate, incomplete, or out of date.

To make a request, please contact us using the details in Section 12. We will respond within a reasonable timeframe and in accordance with the Privacy Act 1988 (Cth).

In some circumstances we may be unable to provide access (for example, where it would affect the privacy of others), and we will explain why if that is the case.

## 11. How Long We Keep Your Information

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We keep your personal information for as long as it is needed for the purpose it was collected, or as required by law. When your information is no longer needed, we will take reasonable steps to securely delete or de-identify it.

## 12. Questions and Complaints

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If you have a question, concern, or complaint about how we have handled your personal information, please get in touch and we will do our best to resolve it.

### **Hot, Foggy & Fabulous®**

HR Culture Pty Ltd | ABN 56 600 092 108

Email: [susan@hotfoggyfabulous.com](mailto:susan@hotfoggyfabulous.com)

Website: <https://susanjudd.com/hotfoggyfabulous.html>

If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC):

- Website: [www.oaic.gov.au](http://www.oaic.gov.au)
- Phone: 1300 363 992
- Post: GPO Box 5218, Sydney NSW 2001

## 13. Changes to This Policy

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We may update this Privacy Policy from time to time. The most current version will always be available on our website and will show the date it was last updated. We encourage you to check back occasionally, especially if you are a regular customer or subscriber.

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*Hot, Foggy & Fabulous® is a registered trademark of HR Culture Pty Ltd.*