

PRIVACY POLICY

Effective Date: 13 July 2026

OPTIMENTUM Consulting Pte. Ltd. ("the Company", "we", "our", or "us") is committed to protecting the privacy and confidentiality of the personal data entrusted to us. This Privacy Policy explains how we collect, use, disclose, store, and protect your personal data in accordance with Singapore's Personal Data Protection Act 2012 (PDPA).

By engaging in our services, registering for our programmes, visiting our website, or otherwise providing your personal data to us, you acknowledge that you have read and understood this Privacy Policy and consent to the collection, use, and disclosure of your personal data as described herein.

1. Personal Data We Collect

Depending on your interaction with us, we may collect personal data including:

- Full name
- Job title and organisation
- Email address
- Telephone number
- Mailing address
- Billing and payment information
- Professional background and work experience
- Programme registration details
- Coaching goals and learning objectives
- Assessment results (including CliftonStrengths® or similar assessments)
- Feedback and survey responses
- Photographs, video recordings, or audio recordings (where consent has been obtained)
- Website usage information, including cookies and analytics

We only collect personal data that is reasonably necessary for our business activities.

2. How We Collect Personal Data

Personal data may be collected when you:

- Register for our programmes or events
- Submit enquiries through our website
- Subscribe to our newsletters
- Engage us for consulting or coaching services
- Complete assessments or surveys
- Attend workshops or training sessions
- Participate in online meetings or webinars
- Communicate with us via email, telephone, or social media
- Interact with our website

We may also receive personal data from your employer where your participation is sponsored by your organisation.

3. How We Use Your Personal Data

We may collect, use, and disclose your personal data for purposes including:

- Delivering coaching, consulting, facilitation, and training services
- Administering assessments and preparing reports
- Managing programme registrations and attendance
- Communicating with participants and clients
- Scheduling coaching sessions and meetings
- Processing invoices and payments
- Responding to enquiries
- Providing customer support
- Improving our services and programmes
- Conducting research and evaluating programme effectiveness
- Sending newsletters, updates, invitations, and relevant marketing communications (where permitted by law or with your consent)
- Complying with legal and regulatory obligations

We will only use your personal data for purposes that a reasonable person would consider appropriate under the circumstances.

4. Executive Coaching Confidentiality

We recognise that coaching conversations often involve sensitive professional and personal reflections.

Information shared during one-to-one coaching sessions will be treated as confidential and will not be disclosed to employers, sponsors, or third parties except:

- with your express consent;
- where disclosure is required by law;
- where there is a reasonable belief that disclosure is necessary to prevent serious harm to yourself or others; or
- where required by applicable professional or ethical standards.

For organisation-sponsored coaching engagements, we may provide the sponsoring organisation with general updates regarding participation, attendance, agreed development objectives, or programme progress. Specific coaching conversations and personal disclosures will remain confidential unless you authorise their disclosure.

5. Assessment Data

Where we administer assessments such as CliftonStrengths®, or other development tools, your assessment results are used solely for developmental and coaching purposes.

Assessment data will not be disclosed to third parties except:

- with your consent;
- to the sponsoring organisation where agreed;

- where required by law.

Assessment providers may process certain information in accordance with their own privacy policies.

6. Disclosure of Personal Data

We may disclose personal data where reasonably necessary to:

- Associate coaches and facilitators engaged by us
- Professional advisers
- Assessment providers
- Payment service providers
- Event venues
- Technology and cloud service providers
- Government authorities where legally required

We do not sell or rent personal data to third parties.

7. International Transfers

Where personal data is transferred outside Singapore, we will take reasonable steps to ensure that the recipient provides a standard of protection comparable to that required under the PDPA.

8. Data Retention

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, to comply with legal obligations, or to resolve disputes.

When personal data is no longer required, it will be securely deleted, anonymised, or destroyed in accordance with our internal retention practices.

9. Data Security

We take reasonable administrative, technical, and physical measures to safeguard personal data against unauthorised access, collection, use, disclosure, copying, modification, disposal, or similar risks.

While we strive to protect your information, no method of electronic storage or internet transmission can be guaranteed to be completely secure.

10. Marketing Communications

Where permitted by law, we may send newsletters, programme updates, thought leadership articles, invitations to events, and other relevant communications.

You may unsubscribe from marketing communications at any time by clicking the unsubscribe link in our emails or by contacting us directly.

Operational communications relating to your programme registration or coaching engagement will continue where necessary.

11. Photography and Recording

Photographs, videos, or recordings may occasionally be taken during workshops, conferences, or public events for educational or promotional purposes.

Where practical, participants will be informed beforehand.

If you do not wish to appear in photographs or recordings, please inform us before the commencement of the event, and we will make reasonable efforts to accommodate your request.

No recordings of one-to-one coaching sessions will be made without your explicit consent.

12. Your Rights

Subject to applicable law, you may request to:

- access your personal data;
- correct inaccurate or incomplete personal data;
- withdraw consent for the use of your personal data;
- enquire about how your personal data has been used or disclosed.

Certain requests may be subject to administrative fees or legal limitations under the PDPA.

Withdrawal of consent may affect our ability to continue providing certain services.

13. Third-Party Websites

Our website may contain links to external websites.

We are not responsible for the privacy practices or content of third-party websites and encourage you to review their privacy policies before providing personal data.

14. Change to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our services, technology, or legal obligations.

The latest version will always be published on our website and will take effect upon publication.

15. Contact Information

If you have any questions about this Privacy Policy or wish to exercise your rights regarding your personal data, please contact:

OPTIMENTUM Consulting Pte. Ltd.
14 Robinson Road
#08-02A
Far East Finance Building,
Singapore 048545

Email: contactus.optimentum@gmail.com
Mobile (Whatsapp): +65 9830 2857

We will endeavour to respond to your enquiry within a reasonable period and in accordance with applicable laws.