

EVENT SECRET SERVICE PTE. LTD. – PRIVACY POLICY

1. Introduction

Event Secret Service Pte. Ltd. ("ESS", "we", "us", or "our") is committed to protecting the privacy and security of your personal data. This Privacy Policy outlines how we collect, use, disclose, and manage your personal data in strict accordance with the Personal Data Protection Act (PDPA) of Singapore.

2. Scope of Policy

This policy applies to:

Clients & Corporate Partners: Individuals representing companies that engage ESS for services.

Members & Freelancers: Independent contractors, staff, and personnel deployed by ESS.

Event Guests/Attendees: Individuals whose data is provided to ESS by our Clients strictly for the operational execution of an event (e.g., VIP guest lists).

3. Personal Data We Collect

Depending on your relationship with us, we may collect the following personal data:

Clients: Name, job title, company name, corporate email, contact numbers, and billing information.

Members/Freelancers: Name, NRIC/FIN (strictly for venue security clearance and legal compliance), contact details, bank/PayNow details (for service fee disbursement), emergency contacts, and grooming/uniform sizing profiles.

Event Guests: Names, designations, and specific event-related requirements (e.g., dietary restrictions or VIP status) provided exclusively by the Client.

4. Purpose of Collection, Use, and Disclosure

We will only use your personal data for the following purposes:

Operational Execution: To roster, deploy, and manage our "Cabin Crew" styled hospitality team for confirmed Engagements.

Security & Venue Clearance: To submit required Member details (including NRIC/FIN) to event organizers, government bodies, or high-security venues (e.g., Shangri-La, Marina Bay Sands) to secure operational access passes.

Financial Processing: To process quotations, invoices, and disburse Service Fees to our Members.

Marketing & Portfolio: As outlined in our Client Terms and Conditions, we may use event names and corporate logos for portfolio building, unless restricted by a Non-Disclosure Agreement (NDA). We will never use personal guest data for our own marketing.

Legal & Compliance: To comply with any applicable laws, regulations, or statutory requests.

5. Disclosure to Third Parties & Cross-Border Transfers

ESS does not sell or rent personal data. We may disclose personal data to:

End-Clients and Venue Management (strictly for Member security clearance and roster approval).

Third-party service providers (e.g., cloud storage such as Google Drive, accounting software) who are contractually bound to protect your data. In the event that your personal data is transferred out of Singapore to international cloud servers, ESS will take appropriate steps to ensure that the receiving platform provides a standard of protection comparable to the PDPA.

Relevant regulatory or law enforcement authorities, if mandated by Singapore law.

6. Protection, Security, and Accuracy of Data

ESS implements robust administrative, physical, and technical safeguards to protect your personal data from unauthorized access, modification, or disclosure. Guest lists and VIP data provided by Clients for on-site operations are communicated via closed-network channels and are securely disposed of post-event.

Accuracy Obligation: We rely on personal data provided by you (or your authorized representative). To ensure that your data is current, complete, and accurate, you must update us promptly if there are changes to your personal data (such as bank details or emergency contacts).

7. Retention of Data & Website Cookies

We retain personal data only for as long as is necessary to fulfill the business or legal purposes for which it was collected. For example, Member payment data is kept for standard accounting/tax cycles, whereas specific event guest lists are destroyed shortly after the Engagement concludes.

Cookies: When you visit our website, we may collect technical data (e.g., your IP address) or utilize cookies to enhance user experience and analyze site traffic. You may disable cookies through your browser settings, though this may affect site functionality.

8. Access, Correction, and Withdrawal of Consent

You have the right to request access to, correction of, or withdrawal of consent for the use of your personal data. Please note that withdrawing consent may affect our ability to provide services to you or deploy you for Engagements.

9. Contact our Data Protection Officer (DPO)

If you have any questions, feedback, or requests regarding this Privacy Policy or your personal data, please contact our Data Protection Officer at:

Email: chunwai@eventsecretservice.com

Address: 60 Paya Lebar Road, #10-36, Paya Lebar Square, Singapore 40905