

Panel & Roundtable Discussion | [Customer Privacy] How we Balance Customer Privacy and Customer Experience



GLADWIN NGO

Director, Performance
Marketing, Crimson
Education



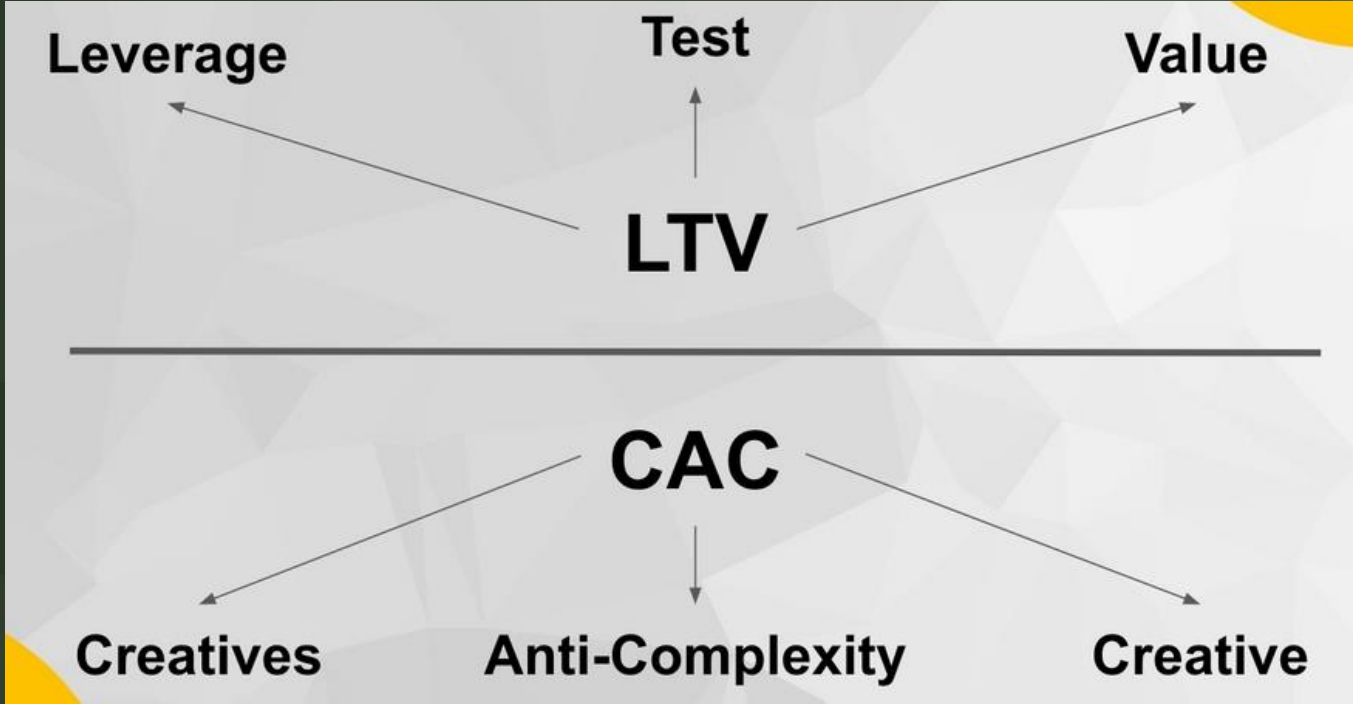
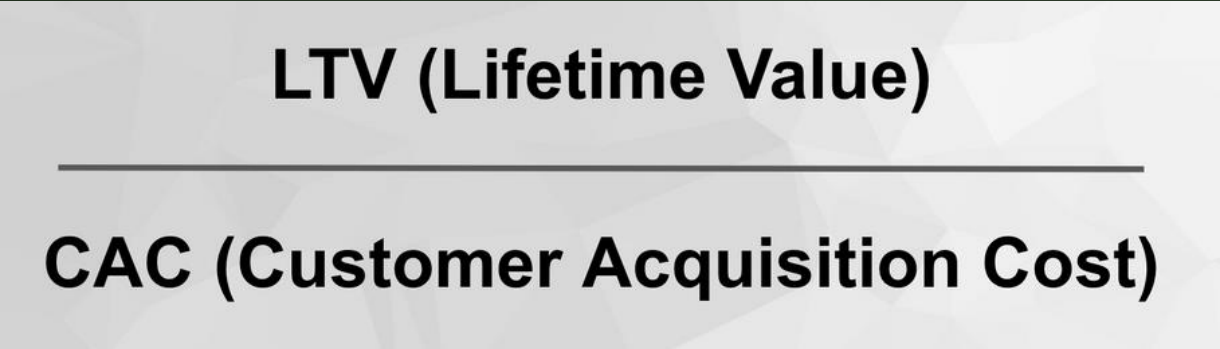
DHILLON SINGH

Vice President, Customer
Experience Management,
HMI Group

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How to navigate customer privacy & customer journey drive customer experience

- Gladwin's point of view



- Dhillon's point of view

- Customer Engagement & touchpoints (healthcare perspective)

Roundtable Questions

- **What are your pain points on customer privacy?**
- **Any solutions / recommendations to resolve the challenges?**
- **How to deal the change in customer privacy concerns?**