

Promotion of Access to Information Act Manual

**THIS MANUAL WAS PREPARED IN ACCORDANCE WITH SECTION 51 OF
THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000 ("PAIA") (AS
AMENDED FROM TIME TO TIME) AND TO ADDRESS REQUIREMENTS
OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013
("POPIA") (AS AMENDED FROM TIME TO TIME)**

This Manual applies to the British American Tobacco group of companies registered in the Republic of South Africa (each of which shall be regarded and deemed to have separately complied with and to be separately liable and responsible for the obligations and provisions contained herein), having their registered offices at Waterway House South, No. 3 Dock Road, Waterfront, Cape Town, South Africa, 8001 ("**BAT South Africa Group**", "**we**", "**our**"), which includes:

Company	Registration no.	Status
British American Tobacco South Africa (Pty) Ltd	1995/009509/07	Active
BAT Sub-Saharan Africa (Pty) Ltd	1955/001468/07	Active
Twisp (Pty) Ltd	2014/273628/07	Active
British American Tobacco Holdings South Africa (Pty) Ltd	1995/006947/07	Active (holding company)
British American Tobacco Properties South Africa (Pty) Ltd	1995/011898/07	Active
British American Tobacco Services South Africa (Pty) Ltd	1958/000324/07	Dormant (holding company) (investment holding company of trademark entities)
Tobacco Research and Development Institute (Pty) Ltd	1965/008155/07	Dormant (trademark)
American Cigarette Company (Overseas) (Pty) Ltd	1958/003266/07	Dormant (trademark)

Date	Version	Description
November 2020	1.0	First release
July 2021	1.1	Second release
February 2022	1.2	Third release
September 2024	1.3	Fourth release
June 2025	1.4	Fifth release

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1. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to –

- 1.1. check the categories of records held by the BAT South Africa Group which are available without a person having to submit a formal PAIA request;
- 1.2. have a sufficient understanding of how to make a request for access to a record of a company within the BAT South Africa Group;
- 1.3. understand the description of the records of the BAT South Africa Group which are available in accordance with any other law;
- 1.4. access all the relevant contact details of the Information Officer who will assist the public with the records they intend to access;
- 1.5. understand the description of the guide on how to use PAIA, as updated by the Information Regulator and how to obtain access to it;
- 1.6. understand if the BAT South Africa Group will process Personal Information, the purpose of processing of Personal Information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 1.7. understand the description of the categories of data subjects and of the information or categories of information relating thereto;
- 1.8. understand the recipients or categories of recipients to whom the Personal Information may be supplied;
- 1.9. understand if the BAT South Africa Group has planned to transfer or process Personal Information outside the Republic of South Africa and the recipients or categories of recipients to whom the Personal Information may be supplied; and
- 1.10. understand whether the BAT South Africa Group has appropriate security measures to ensure the confidentiality, integrity and availability of the Personal Information which is to be processed.

2. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE BAT SOUTH AFRICA GROUP

Company	Information Officer	Deputy Information Officer
British American Tobacco South Africa (Pty) Ltd	Steve Poré	Ilhaam Karbelkar
BAT Sub-Saharan Africa (Pty) Ltd	Steve Poré	Ilhaam Karbelkar
Twisp (Pty) Ltd	Sidney Wafula	Marina Dreyer
British American Tobacco Holdings South Africa (Pty) Ltd	Sidney Wafula	–
British American Tobacco Properties South Africa (Pty) Ltd	Sidney Wafula	–
British American Tobacco Services South Africa (Pty) Ltd	Sidney Wafula	–
Tobacco Research and Development Institute (Pty) Ltd	Sidney Wafula	–
American Cigarette Company (Overseas) (Pty) Ltd	Sidney Wafula	–

Physical address: Waterway House South
3 Dock Road
Waterfront, Cape Town
Western Cape
8002

Postal address: P.O. Box 631
Cape Town
Western Cape
8000

Telephone: +27 21 003 6500

Email: SSADDataPrivacy@bat.com

Websites: <http://www.batsa.co.za>
<https://www.vuse.com/za>
<https://www.velo.com/za>
<https://www.khonecta.co.za> (customer access only)

3. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 3.1. The Information Regulator has, in terms of section 10(l) of PAIA, as amended, updated and made available the revised guide on how to use PAIA (Guide), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 3.2. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Information Regulator, during normal working hours.
- 3.3. The Guide can also be obtained –
 - upon request to the Information Officer; and
 - from the website of the Information Regulator (<https://info regulator.org.za/paia-guidelines>).
- 3.4. A copy of the Guide is also available in the following official languages, for public inspection during normal office hours –
 - [English](#)
 - [Sotho](#)
 - [Zulu](#)
- 3.5. You can access the Guide in the other official languages here on the Information Regulators website.

4. RECORDS AVAILABLE WITHOUT A REQUEST TO ACCESS IN TERMS OF PAIA

- 4.1. Records of a public nature, typically those disclosed on our websites and www.bat.com and in our various reports, may be accessed without the need to submit a formal application.
- 4.2. Other non-confidential records, such as statutory records maintained at CIPC and the Master's Office, may be accessed without the need to submit a formal application, however, an appointment to view such records will still have to be made with the Information Officer.

5. DESCRIPTION OF THE RECORDS OF THE BODY WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Where applicable to its operations and required by applicable laws, the BAT South Africa Group also retains records and documents in terms of the legislation below.

Category of records	Applicable South African legislation
Memorandum of Incorporation	<ul style="list-style-type: none"> Companies Act, No. 71 of 2008
Notice of Incorporation	<ul style="list-style-type: none"> Companies Act, No. 71 of 2008
Share Register	<ul style="list-style-type: none"> Companies Act, No. 71 of 2008
Records of Directors	<ul style="list-style-type: none"> Companies Act, No. 71 of 2008
Minutes of meetings of the Board of Directors, Audit Committee & Directors' Committees	<ul style="list-style-type: none"> Companies Act, No. 71 of 2008
Register of Company Secretary & Auditors	<ul style="list-style-type: none"> Companies Act, No. 71 of 2008
Annual Financial Statements	<ul style="list-style-type: none"> Companies Act, No. 71 of 2008
Accounting records	<ul style="list-style-type: none"> Companies Act, No. 71 of 2008
Register, record or reproduction of the earnings, time worked, payment for piece work & overtime & other prescribed particulars of all employees	<ul style="list-style-type: none"> Compensation for Occupational & Diseases Act, No. 130 of 1993
Written particulars of an employee after termination of employment	<ul style="list-style-type: none"> Basic Conditions of Employment Act, No. 75 of 1997
Employee's name & occupation	<ul style="list-style-type: none"> Basic Conditions of Employment Act, No. 75 of 1997
Time worked by each employee	<ul style="list-style-type: none"> Basic Conditions of Employment Act, No. 75 of 1997
Remuneration paid to each employee	<ul style="list-style-type: none"> Basic Conditions of Employment Act, No. 75 of 1997
Records of disciplinary transgressions, the actions taken by the BAT South Africa Group & the reasons for the actions	<ul style="list-style-type: none"> Labour Relations Act, No. 66 of 1995
Employee records: Names, identifications numbers and monthly remuneration & address at which employee is employed	<ul style="list-style-type: none"> Unemployment Insurance Act, No. 63 of 2002
Employee race & gender information	<ul style="list-style-type: none"> Employment Equity Act, No. 55 of 1998 Broad-Based Black Economic Empowerment Act, No. 53 of 2003
Records of workplace incidents, including incidents that resulted in employees having to receive medical treatment	<ul style="list-style-type: none"> Occupational Health & Safety Act, No. 84 of 1993 Compensation for Occupational & Diseases Act, No. 130 of 1993
Records of recommendations made to the BAT South Africa Group in terms of issues affecting the health of employees	<ul style="list-style-type: none"> Occupational Health & Safety Act, No. 84 of 1993 Compensation for Occupational & Diseases Act, No. 130 of 1993
Employee remuneration & tax records	<ul style="list-style-type: none"> Tax Administration Act, No. 28 of 2011 Income Tax Act, No. 58 of 1962
Tax records	<ul style="list-style-type: none"> Tax Administration Act, No. 28 of 2011 Income Tax Act, No. 58 of 1962 Value Added Tax Act, No. 89 of 1991 Skills Development Levies Act, No. 9 of 1999
Electronic communications & transactions records	<ul style="list-style-type: none"> Electronic Communications & Transactions Act, No. 25 of 2002

6. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE BAT SOUTH AFRICA GROUP

Company/ies	Category of record
American Cigarette Company (Overseas) (Pty) Ltd	Company records: <ul style="list-style-type: none"> • Incorporation documents • Memorandum of Incorporation • Records relating to the appointment of directors / auditor / secretary / public officer & other officers • Share register and other statutory registers • Minutes & resolutions • Trademarks (where applicable) Operational, financial & tax records: <ul style="list-style-type: none"> • Annual financial statements • Tax returns • Accounting records • Banking records • Asset register • Contracts and terms & conditions
British American Tobacco Holdings South Africa (Pty) Ltd	
British American Tobacco Properties South Africa (Pty) Ltd	
British American Tobacco Services South Africa (Pty) Ltd	
Tobacco Research & Development Institute (Pty) Ltd	
BAT Sub-Saharan Africa (Pty) Ltd	Company records: <ul style="list-style-type: none"> • Documents of incorporation • Memorandum of incorporation • Minutes of Board of Directors meetings • Records relating to the appointment of directors / auditor / secretary / public officer & other officers • Share register & other statutory registers • Committee meeting records
	Financial & tax records: <ul style="list-style-type: none"> • Annual financial statements • Tax returns • Accounting records • Banking records • Bank statements • Electronic banking records • Asset register • Purchase orders / invoices • PAYE records • Documents issued to employees for income tax purposes • Records of payments made to SARS on behalf of employees • All other statutory compliances: VAT, Skills Development Levies & UIF • Workmen's compensation
	Personnel documents & records: <ul style="list-style-type: none"> • Employment contracts • Employment equity plan • Salary records • Disciplinary & grievance records • Leave records • Training records • Training manuals & registers
	Operational: <ul style="list-style-type: none"> • Operational reviews • Vendor records • Requests for proposals • Advertised employment posts & applicant records • Guidelines, policies & procedures • Contracts • Internal & external correspondence • Records provided by a third party • Insurance records

Company/ies	Category of record
British American Tobacco South Africa (Pty) Ltd	Company records: <ul style="list-style-type: none"> • Documents of incorporation • Memorandum of incorporation • Minutes of Board of Directors meetings • Records relating to the appointment of directors / auditor / secretary / public officer & other officers • Share register & other statutory registers • Committee meeting records
	Financial & tax records: <ul style="list-style-type: none"> • Annual financial statements • Tax returns • Accounting records • Banking records • Bank statements • Electronic banking records • Asset register • Purchase orders / invoices • PAYE records • Documents issued to employees for income tax purposes • Records of payments made to SARS on behalf of employees • All other statutory compliances: VAT, Skills Development Levies & UIF • Workmen's Compensation
	Personnel documents & records: <ul style="list-style-type: none"> • Employment contracts • Employment equity plan • Disciplinary records • Salary records • Disciplinary & grievance records • Leave records • Training records • Training manuals & registers
	Operational: <ul style="list-style-type: none"> • Operational reviews • Vendor records • Requests for proposals • Advertised employment posts & applicant records • Guidelines, policies & procedures • Contracts and terms & conditions • Customer records & reports • Consumer records • Competition & promotions records • Internal & external correspondence • Records provided by a third party • Insurance records • Marketing campaigns • Visitor records • Communications

Company/ies	Category of record
Twisp (Pty) Ltd	Company records: <ul style="list-style-type: none"> • Documents of incorporation • Memorandum of incorporation • Minutes of Board of Directors meetings • Records relating to the appointment of directors / auditor / secretary / public officer & other officers • Share register and other statutory registers • Committee meeting records
	Financial & tax records: <ul style="list-style-type: none"> • Annual financial statements • Tax returns • Accounting records • Banking records • Bank statements • Electronic banking records • Asset register • Purchase orders / invoices • PAYE records • Documents issued to employees for income tax purposes • Records of payments made to SARS on behalf of employees • All other statutory compliances: VAT, Skills Development Levies & UIF • Workmen's compensation
	Personnel documents & records: <ul style="list-style-type: none"> • Employment contracts • Employment equity plan • Disciplinary records • Salary records • Disciplinary & grievance records • Leave records • Training records • Training manuals & registers
	Operational: <ul style="list-style-type: none"> • Operational reviews • Vendor records • Guidelines, policies & procedures • Contracts • Customer records & reports • Internal and external correspondence • Records provided by a third party • Insurance records • Marketing campaigns • Communications

7. PROCESSING OF PERSONAL INFORMATION

7.1. Purpose of processing Personal Information

The BAT South Africa Group processes Personal Information in the ordinary course of its business, including, but not limited to, the following:

- providing and improving our services and/or supplying our goods;
- creating and managing customer and consumer accounts;
- managing commercial relationships with third parties, such as clients, consumers, contractors and suppliers;
- to receive goods and/or services from suppliers;
- recruitment;
- managing employee relationships and performing employment contracts;
- for security purposes and/or protection of our business, assets and/or employees;
- to comply with legal obligations;
- facilitating the programmes we offer;
- for research purposes;
- information analysis;
- marketing our services/goods;
- communication purposes; and
- administering our websites and applications.

For more information regarding the purposes we process Personal Information, please see our Privacy Notices:

- **Third parties:** Please see our privacy notices on our [websites](#)
- **Employees and contractors:** Please see the Employee Privacy Notice on our intranet
- Also available on request from: SSADDataPrivacy@bat.com

7.2. Description of the categories of Data Subjects, the information or categories of information relating thereto and categories of recipients

Most commonly, the BAT South Africa Group processes the following Personal Information of the following categories of data subjects:

Categories of Data Subjects	Personal Information that may be processed	Categories of Recipients
Customers	<ul style="list-style-type: none">• Name, contact details, customer identity numbers & account details• Company registration details & incorporation documents• Financial & tax information• Director names, contact details, identity and/or passport numbers, date of birth, nationality, country of residence, political affiliations, criminal records, or ongoing criminal investigations• Employee names, contact details, identity and/or passport numbers, date of birth, nationality, country of residence, political affiliations, criminal records, or ongoing criminal investigations• Shareholder names, contact details, identity and/or passport numbers, company registration numbers, date of birth, country of residence, political affiliations, criminal records, or ongoing criminal investigations• Telephone & video conference call recordings• Additional information you choose to tell us	Customer information may be shared with: <ul style="list-style-type: none">• Our affiliates• Our suppliers• Professional service providers• Other customers• Consumers• Third-party verification, credit bureaus, debt collectors & background check agencies• Regulatory authorities & the courts• Persons or organisations in the context of a sale of our shares, assets or business

Categories of Data Subjects	Personal Information that may be processed	Categories of Recipients
Suppliers	<ul style="list-style-type: none"> • Name, contact details & supplier identity numbers • Company registration details & incorporation documents • Physical and/or postal address • Director names, contact details & identity and/or passport numbers, date of birth, nationality, country of residence, criminal records, or ongoing criminal investigations • Employee names, contact details & identity and/or passport numbers, date of birth, nationality, country of residence, criminal records, or ongoing criminal investigations • Shareholder names, contact details & identity and/or passport numbers, company registration numbers, date of birth, country of residence, criminal records, or ongoing criminal investigations • Financial & tax information • Telephone & video conference call recordings • Additional information you choose to tell us 	Supplier information may be shared with: <ul style="list-style-type: none"> • Our affiliates • Our suppliers • Professional service providers • Our customers • Consumers • Third-party verification, credit bureau & background check agencies • Regulatory authorities & the courts • Persons or organisations in the context of a sale of our shares, assets or business
Consumers	<ul style="list-style-type: none"> • Name & contact details • Identity number, date of birth & age • Financial & transactional information • Vaping & marketing preferences • Information in the public domain, such as your social media • Photos & videos • Telephone & video conference call recordings • Additional information you choose to tell us 	Consumer information may be shared with: <ul style="list-style-type: none"> • Our affiliates • Our suppliers • Social media platforms • Professional service providers • Regulatory authorities & the courts • Persons or organisations in the context of a sale of our shares, assets or business
Employees	<ul style="list-style-type: none"> • Name & contact details • Identity number & date of birth / ID and/or passport copies / driver's licence (if applicable) • Gender & race • Disability & medical information • Education & employment history • Criminal records & credit history • Pension & provident fund information • Employment contracts • Performance, grievance & disciplinary records • Details of dependants, marital status & emergency contacts • Payroll, financial & tax records • Electronic access & communication records • Physical access records • Surveillance records • Health & safety records • Training records • Leave records • Time & attendance records • Device usage data including communications, IP address, & online activity 	Employee information may be shared with: <ul style="list-style-type: none"> • Our affiliates • Our suppliers • Other employees & contractors • Professional service providers • Our customers • Medical professionals • Third-party verification, credit bureau & background check agencies • Regulatory authorities & the courts, including the police • Persons or organisations in the context of a sale of our shares, assets or business

Categories of Data Subjects	Personal Information that may be processed	Categories of Recipients
	<ul style="list-style-type: none"> • Details of payments to third parties made on employees' behalf • Information in the public domain, such as social media pages & government databases • Teleconference & video conference call recordings • Additional information you, other employees or third parties choose to tell us 	
Job applicants	<ul style="list-style-type: none"> • Name & contacts details • Country of residence • Identification & visa information • Educational background • Interview notes & assessment result • Employment history • Additional information you choose to tell us 	Job applicant information may be shared with: <ul style="list-style-type: none"> • Our affiliates • Our suppliers • Professional service providers • Third party verification, credit bureau & background check agencies • Regulatory authorities & the courts
Persons who visit or work at our premises	<ul style="list-style-type: none"> • Names & contact details • CCTV footage 	Personal Information may be shared with: <ul style="list-style-type: none"> • Our affiliates • Our suppliers • Professional service providers • Regulatory authorities & the courts
Persons who contact us, subscribe to our newsletters or engage with us, and visitors to or users of our websites and apps	<ul style="list-style-type: none"> • Name and contact details • Browser information (e.g., IP address, browser type and version, operating system, language), date & time of access, device information, traffic source, content you browse and your navigation around our applications • Log-in information & social log-in information, including language preferences, profile photos, social media handles or usernames, and online activity • Your preferences • Additional information you choose to tell us 	Personal Information may be shared with: <ul style="list-style-type: none"> • Our affiliates • Our suppliers • Professional service providers • Regulatory authorities & the courts

For more information regarding the categories of Personal Information we process and the recipients of your Personal Information, please see our Privacy Notices:

- **Third parties:** Please see our privacy notices on our [websites](#)
- **Employees and contractors:** Please see the Employee Privacy Notice on our intranet
- Also available on request from: SSADDataPrivacy@bat.com

7.3. Planned transborder flows of Personal Information

In using information as set out in this PAIA Manual and our Privacy Notices, Personal Information may be processed on a variety of systems, networks and facilities worldwide. We may also share your Personal Information with our affiliates and third parties located outside of the Republic of South Africa.

We will do our best to ensure that your Personal Information is stored and transferred in a way which is secure. When we transfer your Personal Information outside the Republic of South Africa, we do so in compliance with the law and we take appropriate steps to protect that information, which include:

- entering into agreements with third parties as well as intra-group agreements; and
- transferring to organisations/persons within countries that offer adequate protection for your information.

7.4. General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

We apply physical, technical and organisational measures to protect your Personal Information that is under our control from unauthorised access, collection, use, disclosure, copying, modification or disposal. All information you provide to us is stored on secure servers.

We employ up to date technology to ensure the confidentiality, integrity and availability of the Personal Information under our care. Measures include, but are not limited to:

- virus protection software and update protocols;
- encryption;
- electronic and physical access control;
- secure setup of hardware and software making up the IT infrastructure;
- outsourced service providers who process Personal Information on behalf of us are contracted to implement security controls;
- policies and procedures are implemented to ensure the security of your information; and
- ongoing security awareness training of employees and contractors.

8. FORM OF REQUEST

If you wish to obtain access to any BAT South Africa Group records, you must comply with all the procedural requirements contained in PAIA relating to the request for access to a record.

A request for access to records held by the BAT South Africa Group in terms of section 50 of PAIA must be made on the form contained in the Regulations regarding the Promotion of Access to Information ([Form 2](#)). The request must be made to the BAT South Africa Group at the address or email address, specified in section 2 above.

You must provide sufficient detail on the prescribed form to allow the BAT South Africa Group to identify the record or records which have been requested and the identity of the requester. If a request is made on behalf of another person or entity, the requester must submit details and proof of the capacity in which the requester is making the request, which must be reasonably satisfactory to the BAT South Africa Group. The requester is also required to indicate the form of access to the relevant records that is required, and to provide his, her or its contact details in the Republic of South Africa. A requester will receive a response to their request on the [Form 3](#).

9. AVAILABILITY OF THE MANUAL

A copy of the Manual is available –

- on the website at www.batsa.com;
- at our head office for public inspection during normal business hours;
- to any person upon request and upon the payment of a reasonable prescribed fee; and
- to the Information Regulator upon request.

A fee for a copy of the Manual shall be payable per each A4-size photocopy made.

10. UPDATING THE MANUAL

The Information Officers will update this Manual on a regular basis.

Issued by:

Company	Information Officer
British American Tobacco South Africa (Pty) Ltd	Steve Poré
BAT Sub-Saharan Africa (Pty) Ltd	
Twisp (Pty) Ltd	Sidney Wafula
British American Tobacco Holdings South Africa (Pty) Ltd	
British American Tobacco Properties South Africa (Pty) Ltd	
British American Tobacco Services South Africa (Pty) Ltd	
Tobacco Research and Development Institute (Pty) Ltd	
American Cigarette Company (Overseas) (Pty) Ltd	