

**SERVIER LABORATORIES SOUTH AFRICA  
(PTY) LTD**

**PAIA MANUAL**

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## 1. INTRODUCTION TO SERVIER

Servier Laboratories South Africa (Pty) Ltd (“Servier”) is a pharmaceutical company, registered as a private company under the Companies Act (Act 71 of 2008). Servier is part of an international pharmaceutical group with a global footprint. Its parent company is based in France. Servier manufactures and supplies medicine across five therapeutic domains, namely cardiovascular and chronic venous diseases, oncology, neuropsychiatric disorders and internal medicine-diseases such as diabetes.

## 2. CONTACT DETAILS

**General Manager:** Aurélien Breton  
**Physical Address:** Building J, 3<sup>rd</sup> Floor, Hertford Office Park, 90 Bekker Road, Vorna Valley, Midrand  
**Postal Address:** P.O. Box 930, Rivonia, Johannesburg, 2127  
**Telephone Number:** +27 (0) 861 700 900  
**Email address:** [info-za@servier.com](mailto:info-za@servier.com)  
**Website address:** <https://www.servier.co.za>

## 3. INFORMATION AND DEPUTY INFORMATION OFFICERS

Information Officer:

**Name:** Manish Hira  
**Contact number:** +27 (0) 861 700 900  
**Email address:** [privacy-za@servier.com](mailto:privacy-za@servier.com)

Deputy Information Officer:

**Name:** Angeline Louw  
**Contact number:** +27 (0) 861 700 900  
**Email address:** [privacy-za@servier.com](mailto:privacy-za@servier.com)

#### 4. GUIDE OF THE INFORMATION REGULATOR

The Information Regulator compiled a Guide, in terms of Section 10 of the Promotion of Access to Information Act (Act 2 of 2000) ("PAIA"), to assist persons wishing to exercise their rights in terms of this Act. This Guide is available in all the official languages and contains, amongst others, the following information:

- The purpose of PAIA;
- The manner, form and costs of a request for access to information held by a body;
- Legal remedies when access to information is denied;
- Assistance that the Information Regulator can provide;
- Mechanisms to obtain the contact details of Information Officers; and
- Relevant legislation.

The Guide is available in all the official languages on the website (<https://www.justice.gov.za/inforeq/>) of the Information Regulator or can be obtained from the Information Regulator at:

**Physical address:** JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

**Postal address:** PO Box 31533, Braamfontein, Johannesburg, 2017

**E-mail address:** [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)

The Guide can also be obtained upon request from the Information Officer of the company. A copy of the Guide is available for public inspection during normal office hours at the office of Servier.

#### 5. RECORDS

Servier holds the following categories of records:

##### 5.1 Company records:

Documents related to the establishment of Servier such as documents required in terms of the Companies Act, governance-related documents, position statements, policies and guidelines.

##### 5.2 Management records:

Documentation relevant to the Board of Directors and the management structure of

Servier.

**5.3 Employment records:**

Job application-related documents; employment contracts; conditions of employment and workplace policies; employment equity and skills development plans and reports; attendance and leave records; salary and payment records; performance management records; collective agreements; disciplinary records; training records; expense accounts; relevant tax information and related records; relevant medical and disability records; medical scheme and pension fund membership records; and records related to the compensation for occupational injuries and diseases.

**5.4 Client records:**

Agreements and client-related documents.

**5.5 Patient records:**

Adverse events-related records.

**5.6 Health and safety records:**

Evacuation plan; health and safety incident reports; COVID-19-related records.

**5.7 Clinical trial records:**

Records related to clinical trials of Servier products.

**5.8 Financial records:**

Annual financial statements; auditors' reports; accounting records; bank statements; invoices, statements, receipts and related documents; VAT records; tax returns and related records; payment records; stock sheets; delivery notes and orders; asset register.

**5.9 Records related to assets:**

Asset register.

**5.10 Regulatory records:**

Records related to the manufacturing, distribution and registration of medicines and other related records as prescribed in legislation (Medicines and Related Substances Act and Pharmacy Act).

**5.11 Vendor, Supplier and Service Provider Records:**

Agreements and related documentation.

**5.12 Agreements:**

Agreements (and related documentation) with contractors, consultants, suppliers and vendors, including agreements related to clinical trials, rental agreements, financing and lease agreements, sale and purchase agreements.

**5.13 Records relating to legal processes:**

Complaints; legal and other documents pertaining to any actual, pending or potential legal matters.

**5.14 Insurance records:**

Insurance policies and related records; claims records.

**6. INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION**

Servier holds records as may be required in terms of the legislation listed below subject to the specific protections offered by these laws:

<b>Applicable Legislation</b>	<b>Category of Records</b>
Basic Conditions of Employment Act 75 of 1997 and Labour Relations Act 66 of 1995	Employment contracts and related documentation
Companies Act 71 of 2008	Memorandum of Incorporation / Articles of Association and other statutory records
Disaster Management Act 57 of 2002	COVID-19 screening records
Electronic Communications and Transactions Act 25 of 2002	Proof of electronic transactions
Employment Equity Act 55 of 1998	Employment equity reports
Income Tax Act 58 of 1962 and Tax Administration Act 28 of 2011	Employees' tax-related information and payments made to directors, vendors, service providers and suppliers
Medicines and Related Substances Act 101 of 1965 and Pharmacy Act (Act 53 of 1974)	Licenses and orders for medicine

Occupational Health and Safety Act 85 of 1993 and Compensation for Occupational Injuries and Diseases Act 130 of 1993	Health and safety incidents; ergonomics records; claims and records related to treatment of occupational diseases and injuries
Promotion of Access to Information Act 2 of 2000	PAIA Manual and PAIA Guide
Protection of Personal Information Act 4 of 2013	PAIA Manual and policies related to the protection of personal information, including a record-keeping policy
Skills Development Levies Act 9 of 1999 and Skills Development Act 97 of 1998	Records related to payment of levies and skills development reports
Unemployment Contributions Act 4 of 2002 and Unemployment Insurance Act 63 of 2001	Records related to payment of UIF contributions and relevant employee records
Value Added Tax Act 89 of 1991	VAT records

## 7. RECORDS AUTOMATICALLY AVAILABLE

The information on the website of Servier is automatically available without having to request access by completing Form. Access and usage of the information on the website are subject to the Website Terms and Conditions as well as the Privacy Policy of Servier.

## 8. PURPOSE OF PROCESSING PERSONAL INFORMATION

Servier generally processes personal information of data subjects for the following purposes:

- to conduct its business;
- to conclude, perform and enforce agreements;
- to comply with regulatory requirements;
- for the maintenance of its records;
- for recruitment, employment, appointment, human resource management and labour-related purposes;
- for the provision of products and services;
- for procurement of products and services;
- to communicate relevant business or product information, industry information and events;

- for reporting to persons and bodies as required and authorised;
- to engage with regulators, relevant public bodies and other stakeholders;
- for clinical trial management;
- for pharmacovigilance management;
- for marketing and selling its products and services;
- for determining market share;
- for event management, thought leader databases, social media and e-services (such as e-conferencing);
- for relationship management;
- for monitoring of scientific medical liaison with health care professionals;
- for CPD-related purposes;
- for security of persons and its premises, which includes CCTV monitoring;
- for premises and car park access management;
- for management of litigation;
- for enforcement of its rights;
- for auditing purposes; and/or
- as proof;
- for historical, statistical and research purposes;
- for any other lawful purpose related to the products and services that it provides.

## **9. DATA SUBJECTS, THEIR PERSONAL INFORMATION AND POTENTIAL RECIPIENTS OF THIS INFORMATION**

Servier holds the categories of personal information in respect of the categories of data subjects specified below. The potential recipients of the personal information processed by Servier are also specified. ***Information and records are only disclosed as may be necessary in the circumstances and authorised in terms of the law or otherwise with the consent of the relevant data subjects.***

### **9.1 Directors**

**Categories of personal information:** Names and surnames; titles; contact details; physical and postal addresses, telephone numbers, identity numbers; age; gender; nationalities; qualifications; bank details; correspondence; CIPC (Company and Intellectual Property Commission) documents; Financial Intelligence Centre Act (FICA)



documents, where required; signatures; photos; and correspondence.

**Potential Recipients:** Directors and employees; relevant service providers of Servier; group companies / employees; regulatory and other public bodies; clients; funders; banks; travel agents; professional and legal advisers; accountants and auditors; other relevant persons and bodies such as funders and our clients; law enforcement structures, including courts and tribunals; and as advised when we collect the information or as may be as required or permitted by law, including where we are under a duty to disclose or share personal information in order to comply with any legal obligation or to protect the rights, property or safety of our business, employees, patients, the public or others or otherwise with your consent.

## **9.2 Employees**

**Categories of personal information:** Full names and surnames; titles; contact details; physical and postal addresses; telephone numbers; identity numbers; dates of birth; places of birth; age; race; gender; nationalities; home language and abilities in respect of other languages; marital status; qualifications; professions; employment history and information; CVs; positions held and job descriptions; bank details; relevant health and disability information; criminal records; employment-related information, including all information supplied on the employment contract and in supporting documentation, disciplinary-related information, leave records, absenteeism information, remuneration and employment benefits; tax numbers and related tax information; vetting reports; references; next-of-kin details; information on children and other dependants, as may be necessary, for enrolment as beneficiaries on the medical scheme and pension fund; drivers' licenses; GPS tracking information when using company cars; authorised drivers of company cars; traffic offences committed with company cars; occupations of partners and parents (voluntary); employment-related information of family members in the chemical, pharmaceutical or associated industries; leisure activities and memberships of, for example, clubs and societies; and correspondence.

**Potential Recipients:** Directors and employees; relevant service providers of Servier; vetting agencies; group companies / employees; travel agents; regulatory and other public bodies; clients; funders; banks; professional and legal advisers; accountants and auditors; other relevant persons and bodies such as funders and our clients; law enforcement structures, including courts and tribunals; and as advised when we collect the information or as may be as required or permitted by law, including where we are under a duty to

disclose or share personal information in order to comply with any legal obligation or to protect the rights, property or safety of our business, employees, patients, the public or others or otherwise with your consent.

### **9.3 Job Applicants**

**Categories of personal information:** Full names and surnames; titles; contact details; physical and postal addresses; telephone numbers; identity numbers; dates of birth; age; race; gender; nationalities; home language and abilities in respect of other languages; marital status; qualifications; professions; employment history and information; CVs; relevant health and disability information; criminal records; vetting reports; references; and correspondence.

**Potential Recipients:** Directors and employees; relevant service providers of Servier; vetting agencies; group companies / employees; regulatory and other public bodies; clients; funders; banks; professional and legal advisers; accountants and auditors; other relevant persons and bodies such as funders and our clients; law enforcement structures, including courts and tribunals; and as advised when we collect the information or as may be as required or permitted by law, including where we are under a duty to disclose or share personal information in order to comply with any legal obligation or to protect the rights, property or safety of our business, employees, patients, the public or others or otherwise with your consent.

### **9.4 Health care practitioners**

**Categories of personal information:** Names and surnames; titles; identity numbers; contact details; physical and postal addresses; telephone numbers; nationalities; gender; race; qualifications; fellowships; disciplines; registered professions; academic institutions; specialisation and interests; CVs; photos; statutory council registration numbers; practice numbers; loyalty programme membership numbers when provided (for example, for airline bookings); personal information supplied on and in relation to agreements; financial and payment information, including bank details and VAT numbers; prescribing preferences; personal preferences such as dietary requirements for continuing professional development (CPD) events; CPD event attendance and related documents and certificates; medical and scientific opinions; information included in agreements and supporting documents and correspondence.

**Potential Recipients:** Directors and employees; relevant service providers of Servier; Relevant group companies / employees; regulators; accreditation providers; funders; credit control bodies; debt collectors; travel agents; our professional and legal advisers; our accountants and auditors; law enforcement structures, including courts and tribunals; and as advised when we collect the information or as may be as required or permitted by law, including where we are under a duty to disclose or share personal information in order to comply with any legal obligation or to protect the rights, property or safety of our business, employees, patients, the public or others or otherwise with your consent.

### **9.5 Patients**

**Categories of personal information:** Names and surnames; titles; identity numbers; dates of birth; age; contact details; physical and postal addresses; telephone numbers; gender; and contact details of next-of-kin (if relevant); relevant health information (e.g., diagnosis, treatment history, current treatment); adverse events related to medication usage; and correspondence.

**Potential Recipients:** Directors and employees; relevant service providers of Servier; de-identified information to relevant group companies and regulators; relevant health care practitioners; and our professional and legal advisers.

### **9.6 Employees' Partners, Dependants and Next-of-Kin**

**Categories of personal information:** Names and surnames; contact details; information relevant to enrolment as beneficiaries of the medical scheme or pension fund; occupations of partners and parents (voluntary); and employment-related information of family members in the chemical, pharmaceutical or associated industries.

**Potential Recipients:** Directors and employees; relevant service providers of employee benefits; and professional and legal advisers.

### **9.7 Suppliers, Service Providers and Other Persons and Bodies**

**Categories of personal information:** Organisation names and contact details; names and surnames, titles and contact details of contact persons and relevant officials; Broad-Based Black Economic Empowerment (BBBEE) status of suppliers; information included in and supplied in support of agreements; CIPC documents; financial and payment

information, including invoices and supporting documents, bank details, VAT numbers, tax status (tax clearance certificates); official documentation, including newsletters and statements; market information; and engagement-related information and correspondence.

**Potential Recipients:** Directors and employees; relevant service providers of Servier; banks; auditors; professional and legal advisers.

## **9.8 Visitors**

### ***Categories of personal information:***

Full names and surnames; contact details and COVID-19 screening information.

**Potential Recipients:** Directors and relevant employees; legal and professional advisers; relevant public bodies; law enforcement structures and auditors.

## **10. PLANNED TRANSBORDER FLOWS OF PERSONAL INFORMATION**

Servier stores electronic information, including personal information of data subjects, on servers and systems, which may be located outside of the borders of the Republic of South Africa. Due care is taken to ensure that the relevant countries offer the necessary protection for the personal information as required by law. Certain employee information is made available to employees of group companies world-wide. Transfers of any other data subject's personal information to third parties in foreign countries will occur in accordance with the requirements of the law.

## **11. SECURITY MEASURES TO PROTECT PERSONAL INFORMATION**

Servier is committed to ensuring the security of the personal information in its possession or under its control in order to protect it from unauthorised processing and access as well as loss, damage or unauthorised destruction. It continually reviews and updates its information protection measures to ensure the security, integrity and confidentiality of this information in accordance with industry best practices. The measures it adopts to ensure the security of personal information includes technical and organisational measures and internal policies to prevent unauthorised access, loss or use of personal information, for example, the physical

securing of hard copy records; multi-factor authentication to access electronic records; server access control and off-site data back-ups. In addition, only those employees and service providers that require access to the information to discharge their functions relating to Servier's business and the services Servier provides will be permitted access to the relevant information and only if they have concluded agreements with or provided undertakings to Servier requiring them to implement appropriate security measures and to maintain the confidentiality of the information. Service providers are required to adhere to the strict policies and processes implemented by Servier and are subject to sanctions for any security breach. All security breaches are taken seriously and are addressed in accordance with the law.

## **12. PROCEDURE TO OBTAIN ACCESS TO RECORDS OR INFORMATION**

The fact that information and records are held by Servier as listed in this Manual should not be construed as conferring upon any requester any right to that information or record. PAIA grants a requester access to records of a private body, if the record is required for the exercise or protection of any right. If a public body lodges a request, the public body must be acting in the public interest. Access to records and information is not automatic. Any person, who would like to request access to any of the above records or information, is required to complete a request form (Form 2), which is available from the Information Officer of Servier and the Information Regulator at the contact details stipulated above.

The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester must identify the right he/she is seeking to exercise or protect and explain why the record requested is required for the exercise or protection of that right. If a request is made on behalf of another person, the requester must submit proof of the capacity in which the request is made to the satisfaction of the Information Officer. Access to the requested records or information or parts of the records or information may be refused in terms of the law. Requesters will be advised of the outcome of their requests.

## **13. FEES PAYABLE TO OBTAIN THE REQUESTED RECORDS OR INFORMATION**

Fees may be charged for access to records held by Servier. These fees are prescribed in terms of PAIA. Details of the fees payable may be obtained from the Information Officer. The fees are also available from the Information Regulator.

**14. AVAILABILITY OF THIS MANUAL**

A copy of this Manual is available for inspection, free of charge, at Servier's offices and on its website. A copy of the Manual may also be requested from the Information Officer against payment of the appropriate fee, which may be obtained from the Information Officer.