

Servier Laboratories South Africa (Pty) Ltd

PAIA Manual

Table of Contents

1. Introduction to Servier	3
2. Purpose of the PAIA Manual.....	3
3. Contact Details.....	3
4. Information Officer.....	3
5. Guide of the Information Regulator	4
6. Servier's Records	4
7. Information Available in terms of Other Legislation	5
8. Records Automatically Available	6
9. Purpose of Processing Personal Information	6
10. Data Subjects, Their Personal Information and Potential Recipients	7
11. Transborder Flow of Personal Information.....	12
12. Security Measures to Protect Personal Information	12
13. Procedure to Obtain Access to Records	13
14. Fees Payable to Obtain the Requested Records.....	14
15. Availability of this Manual.....	14

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 of companies. Its parent company, Les Laboratoires Servier, 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. Purpose of the PAIA Manual

The purpose of this PAIA Manual is mainly to inform healthcare providers, healthcare organisations, patients, the public and other persons and entities of the records held by Servier, the personal information of data subjects processed by Servier and how access can be obtained to these records. Information on Servier and the Information Regulator is also provided.

3. Contact Details

General Manager: Pierre Perez

Physical and Postal Address: Building J, 3rd Floor, Hertford Office Park, 90 Bekker Road, Vorna Valley, Midrand, Republic of South Africa (RSA)

Telephone Number: +27 (0) 861 700 900

Email address: info-za@servier.com

Website address: <https://www.servier.co.za>

4. Information Officer

Name: Jayshree Rughoonandan

Contact number: +27 (0) 861 700 900

Email address: privacy-za@servier.com

5. 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 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 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

Email address: enquiries@infoeregulator.org.za

Website: <https://infoeregulator.org.za/>

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

6. Servier's Records

Servier holds the following categories of records:

Subjects on which Records Held	Categories of Records
Company	Statutory and governance records, company policies, organisational records, financial records, agreements, strategic records, procurement, legal records and

	insurance
Products	Statutory records, pharmacovigilance, clinical trials, sales and marketing
Human resources	Employee (including candidate employee) records, policies and procedures
Clients	Engagement records, agreements and sales data
Patients	Adverse events and Section 21 Applications

7. 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:

Legislation	Category of Records
Basic Conditions of Employment Act 75 of 1997 and Labour Relations Act 66 of 1995	Employment contracts and related documentation
Broad-Based Black Economic Empowerment Act 53 of 2003	Statutory records
Companies Act 71 of 2008	Articles of Association and other statutory records
Electronic Communications and Transactions Act 25 of 2002	Proof of electronic transactions
Employment Equity Act 55 of 1998	Employment equity reports
Financial Intelligence Centre Act 38 of 2001	Proof of identity and address of directors
Health Professions Act 56 of 1974	CPD records of healthcare practitioners
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, good pharmaceutical practice records and medicine records
Occupational Health and Safety Act 85 of	Health and safety incidents, ergonomics

1993 and Compensation for Occupational Injuries and Diseases Act 130 of 1993	records, records related to treatment of occupational diseases and injuries
Pharmacy Act 53 of 1974	Licences and other statutory records
Promotion of Access to Information Act 2 of 2000	PAIA Manual and PAIA Guide
Protection of Personal Information Act 4 of 2013	PAIA Manual, Privacy Policy and policies related to the protection of personal information
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

8. Records Automatically Available

The information on the website of Servier is automatically available without having to request access by completing Form 2 in terms of PAIA. 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.

9. Purpose of Processing Personal Information

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

- to conduct its business and maintain its records;
- for employment purposes;
- to provide employee benefits;
- to conclude, perform and enforce agreements;
- to comply with regulatory requirements;
- for the provision or procurement of products and services;
- to communicate relevant business or product information, industry information and events;
- for reporting to persons and bodies as required by law or otherwise authorised;
- to engage with regulators, relevant public bodies and other stakeholders;

- for clinical trial management;
- for pharmacovigilance management;
- for marketing and selling our 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 healthcare professionals;
- for continuing professional development (CPD)-related purposes;
- for security of persons at the company's premises, which may include CCTV monitoring;
- for management of access to the company's premises;
- for enforcement of its rights including dealing with any litigation regarding its business;
- for auditing purposes;
- for historical, statistical and research purposes; and/or
- for any other lawful purpose related to its business.

10. Data Subjects, Their Personal Information and Potential Recipients

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.

10.1 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 clients; law enforcement structures, including courts and tribunals; and as advised when Servier collects the information or as required or permitted by law, including where it is under a duty to disclose or share personal information to comply with any legal obligation or to protect the rights, property or safety of its business, employees, patients, the public or others or otherwise with consent.
-----------------------------	---

10.2 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 clients; law enforcement structures, including courts and tribunals; and as advised when Servier collects the information or as required or permitted by law, including where it is under a duty to disclose or share personal information to comply with any legal obligation or to protect the rights, property or safety of its business, employees, patients, the public or others or otherwise with consent.

10.3 Candidate Employees

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 it collects the information or as required or permitted by law, including where it is under a duty to disclose or share personal information to comply with any legal obligation or to protect the rights, property or safety of its business, employees, patients, the public or others or otherwise with consent.

10.4 Healthcare Practitioners

Categories of personal information	<p>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 related to agreements; financial and payment information, including bank details and VAT numbers; prescribing preferences; personal preferences such as dietary requirements for CPD events; CPD event attendance and related documents and certificates; medical and scientific opinions; information included in agreements and supporting documents and correspondence.</p>
Potential Recipients	<p>Directors and employees; relevant service providers of Servier; relevant group companies/employees; regulators; accreditation providers; funders; credit control bodies; debt collectors; travel agents; professional and legal advisers; accountants and auditors; law enforcement structures, including courts and tribunals; and as advised when it collects the information or as may be as required or permitted by law, including where it is under a duty to disclose or share personal information to comply with any legal obligation or to protect the rights, property or safety of its business, employees, patients, the public or others or otherwise with consent.</p>

10.5 Patients

Categories of personal information	<p>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</p>
---	--

	information (e.g., diagnosis, treatment history, current treatment); adverse events related to medicine usage; Section 21-applications and correspondence.
Potential Recipients	Directors and employees; relevant service providers of Servier; regulators; de-identified information to relevant group companies; relevant healthcare practitioners; and professional and legal advisers.

10.6 Employees' Partners, Dependants and Next-of-Kin

Categories of personal information	Names and surnames; contact details; information relevant to enrolment as beneficiaries of the company 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.

10.7 Suppliers, Service Providers and Other Persons and Bodies, including Healthcare Organisations

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.
-----------------------------	---

10.8 Visitors

Categories of personal information	Full names and surnames and contact details.
Potential Recipients	Directors and relevant employees; legal and professional advisers; relevant public bodies; law enforcement structures and auditors.

11. Transborder Flow of Personal Information

Servier processes, including stores, personal information on the systems of its parent company, hosted in France. France is subject to the General Data Protection Regulation (GDPR) in the European Union, which offers stringent protection for individuals' personal information. All the Servier group companies have concluded binding corporate rules to further protect all personal information processed by group companies. Certain employee information is made available to employees of group companies worldwide. 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.

12. Security Measures to Protect Personal Information

Servier is committed to ensuring the security of the personal information in its possession and under its control to protect it from unauthorised processing and access as well as loss, damage or unauthorised destruction. There are inherent risks when information is stored or transmitted electronically (e.g. by email). Servier will take all reasonable steps to protect the personal information. It continually reviews and updates its information protection measures to ensure the security, integrity and confidentiality of this information following industry best practices. The measures it adopts to ensure the security of personal information include 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 company policy and the law.

13. Procedure to Obtain Access to Records

The fact that information and records are held by Servier as listed in this Manual should not be construed as conferring any right upon any requester 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 record or information, is required to complete a request form (Form 2), which is 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/it 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.

14. Fees Payable to Obtain the Requested Records

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.

15. 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 a fee as may be advised.