

Conditions of use

Introduction

This website is operated by British American Tobacco Zimbabwe (Holdings) Limited. Please read these terms and conditions of use ("conditions of use") carefully. By accessing this website you agree to be bound by them. If you do not agree to be bound by these conditions of use you should not access or view this website.

To make these conditions of use easier to read, we use a few definitions. The terms "BAT Zimbabwe", "we", "us" and "our" are used to refer to British American Tobacco Zimbabwe (Holdings) Limited.

The terms "British American Tobacco", "the Group" and "The British American Tobacco Group" are used to refer to British American Tobacco p.l.c. and the group of companies constituting its direct and indirect subsidiaries worldwide, including British American Tobacco Zimbabwe (Holdings) Limited.

These conditions of use contain six sections, including this introduction. Other sections below provide our privacy policy, our cookie policy, information about the external links that appear on this website, general provisions and company information. These conditions of use are accessible from every page of this website.

Any enquiries or complaints which you have in relation to this website should be made either by using the Contact us facility or be addressed to The Legal and External Affairs Department of British American Tobacco Zimbabwe (Holdings) Limited, 1 Manchester Road, P.O. Box ST98 Southerton Harare, Zimbabwe.

Privacy Policy

We respect your privacy. We are committed to safeguarding the privacy of our website visitors. Please read this section carefully as it sets out our 'Privacy Policy' which informs you of our privacy practices, the way your information is collected online, how that information is used and how we share, transfer and protect that information.

The data controller is British American Tobacco Zimbabwe (Holdings) Limited.

a) Information we collect about you and our use of your information

When you visit our website we may ask you for information about yourself, including your name, address, email address and other information. We use this information to provide you with information you request or to reply to your queries.

In addition to the information you provide, we may also collect information about you and your use of our website through the use of automatic data collection tools. These tools collect certain standard information about your access and computer, such as your browser type, operating system and language, access times and your Internet Protocol (IP) address. We use the information for statistical reporting and do not link it to any named individuals.

British American Tobacco Zimbabwe (Holdings) Limited will not intentionally collect any information about visitors to this website who are under eighteen years of age. If British American Tobacco Zimbabwe (Holdings) Limited becomes aware that a child has provided any information this will immediately be deleted from British American Tobacco Zimbabwe (Holdings) Limited's records.

We only keep your information for as long as is necessary.

b) Who do we share your information with?

British American Tobacco Zimbabwe (Holdings) Limited may share your personal information in the following ways:

- From time to time your personal information may be transferred to other British American Tobacco entities worldwide or to third party agents, representatives or suppliers of British American Tobacco for the purposes of system maintenance and support.
- British American Tobacco Zimbabwe (Holdings) Limited may also be required to disclose your personal information to: (i) respond to duly authorised information requests from the police and governmental authorities; (ii) comply with any law, regulation, subpoena or court order; (iii) help prevent fraud or to enforce or protect the rights and properties of British American Tobacco or its subsidiaries; or (iv) protect the personal safety of British American Tobacco employees, third party agents or members of the public.
- Circumstances may arise where, whether for strategic or other business reasons, British American Tobacco decides to sell, buy, merge or otherwise reorganise businesses in some countries. Such a transaction may involve the disclosure of your personal information to prospective or actual purchasers, or the receipt of it from sellers. It is British American Tobacco's practice to seek appropriate protection for personal information in these types of transactions.

We do not share, rent or trade your information with third parties for marketing or promotional purposes.

c) Accuracy of your information and your rights

British American Tobacco Zimbabwe (Holdings) Limited strives to keep your personal information accurately recorded. You have the right to obtain a copy of the information we hold about you and/or to ask us not to process your information (or not to pass your information to third parties). If you would like copies of your information, or if you would like us to correct any factual inaccuracies in that information, or if you would like that information blocked or deleted from our records, then please contact the Legal and External Affairs Department of British American Tobacco Zimbabwe (Holdings) Limited at 1 Manchester Road, P.O. Box ST98 Southerton Harare, Zimbabwe]or e-mail us using the details in the Contact us section of this website.

d) How do we keep your personal information secure?

British American Tobacco takes reasonable technical and organisational security measures to prevent the loss, misuse, alteration or unlawful disclosure of information you provide to us. Any third party, agent or representative of British American Tobacco who requires access to your information is also required to implement reasonable technical and organisational security measures to protect your information.

e) Where do we transfer your information to?

Information that we collect through this website may be transferred across international borders (including outside the European Economic Area) for further processing, storage or use in accordance with this Privacy Policy. Transfers may occur between members of the British American Tobacco Group including their affiliates, customers and suppliers. Please do not send us your information if you do not want it to be transferred or stored in this way.

Any third party, agent or representative of British American Tobacco who imports personal information in the course of providing services to British American Tobacco is required to keep that information confidential and comply with national data protection laws or, where applicable, to be bound by appropriate contractual obligations that protect your personal information.

Cookie Policy

'Cookies' are small data files that are sent to your browser from a web server and stored on your device's hard drive. References in these conditions of use to 'cookies' also include other means of automatically accessing or storing information on your device.

When you accessed the website, you were presented with a message that notified you of the use of cookies on this website. We had to use a cookie to present you with that notice. If you continue to use this website, further cookies will be placed on your device as described in the table below. By continuing to use this website after we present that notice to you, you are agreeing to the use of the cookies described in this Cookie Policy.

We may use web beacons, which are transparent image files on web pages and are used to monitor your journey around British American Tobacco Group websites.

Otherwise, we do not ourselves use cookies on this website.

However, some of the tools and content on our website are delivered by (and in some cases also hosted by) third party content providers. When you access this content, these third-party providers may set cookies on your computer or mobile device.

We allow third parties to set the following cookies on this website:

Cookie / technology	Google Analytics
Purpose	These cookies are used to collect information about how you and other visitors use our website, which we use to help improve it. The cookies collect information in an anonymous form, including the number of visitors to the website, where visitors have come to the website from and the pages they have visited.
How to disable / enable this cookie	To opt out of being tracked by Google Analytics across all websites, please visit: Google Analytics Opt-out Browser Add-on
Name	Expiry
._ga	Persistent cookie: 2 years from set/update
._gat	Persistent cookie: 1 minute from set/update
._gid	Persistent cookie: 24 hours from set/update

Cookie / technology	This website
Purpose	This cookie is used to store if a user has seen the cookie notification message on this website.
How to disable / enable this cookie	Disable cookies coming from the 'www.batzimbabwe.com' domain in browser.
Name	Expiry
cookieMessage	Persistent cookie: 180 days from set/update

For more information about cookies, including how to set your internet browser to reject cookies, please visit [www.allaboutcookies.org](#).

Links to external websites

This website includes links to external websites which are subject to their own terms and conditions and privacy policies. We are not responsible for the content of these external websites and we recommend that you familiarise yourself with the terms and conditions of such sites before you submit any information about yourself. These links are provided solely for convenience to you. No endorsement of any party, products or services is expressed or implied and accordingly British American Tobacco Zimbabwe (Holdings) Limited cannot accept any liability for the accuracy of, or otherwise in relation to, any content or the security of any activity carried out on such other websites. You acknowledge and agree that we are not responsible or liable, directly or indirectly, for any damage, loss or cost caused or alleged to be caused by or in connection with use of or reliance on any such content, goods or services available on such linked websites. Your use of such websites is at your sole risk.

If you choose to access external websites using links provided on this website, these websites may set a cookie. British American Tobacco does not have any control over the use of such cookies and you should refer to the terms and conditions of use and cookie policy of the particular third party website for further information.

General provisions

- This website is provided to you free of charge, without any warranties or guarantees unless specifically stated. The information contained in this website is intended for general information purposes only.
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- You shall not use this website for any illegal purposes and in particular agree that you shall not send, use, copy, post or allow any posting which is defamatory or obscene or which is abusive, indecent or in breach of the privacy of any person. You agree not to send any unsolicited promotion or advertising material, spam or similar materials or any volume messages which may interfere with the operation of this website or with the enjoyment of this website by other visitors.
- British American Tobacco Zimbabwe (Holdings) Limited reserves the right at any time and without notice to enhance, modify, alter, suspend or permanently discontinue all or any part of this website and to restrict or prohibit access to it.
- You hereby agree to indemnify British American Tobacco Zimbabwe (Holdings) Limited against any costs, claims, losses and damages (including legal fees) incurred by or awarded against British American Tobacco Zimbabwe (Holdings) Limited as a result of your misuse of this website or your breach of these conditions of use.
- If you are in breach of these conditions of use British American Tobacco Zimbabwe (Holdings) Limited may suspend or block your access to this website and refuse to provide you with any further access to it.
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- If any part of these conditions of use is found to be unenforceable as a matter of law, all other parts of these conditions of use shall not be affected.
- These conditions of use govern our relationship with you and represent our entire agreement with you.
- The conditions of use and the content of this website are governed by Zimbabwe law whose courts shall have exclusive jurisdiction.

Company information

British American Tobacco Zimbabwe (Holdings) Limited is incorporated in Harare. 1 Manchester Road, Southerton, Harare, Zimbabwe.
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Telephone Numbers +263 772 131 883 -6

Please send legal notices to 1 Manchester Road Southerton Harare Zimbabwe. Please send all other correspondence in relation to this website (including any enquiries or complaints) to the Legal and External Affairs Department of British American Tobacco Zimbabwe (Holdings) Limited, 1 Manchester Road, Southerton, Harare Zimbabwe.

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