



Coca-Cola

Beverages
Africa

Business Customer Privacy Notice



Coca-Cola Beverages Africa Proprietary Limited (“CCBA”) is committed to protecting your privacy and ensuring that your personal information is processed lawfully. Reference to CCBA includes its affiliates, controlled subsidiaries and entities in which it either owns a majority interest or manages operations. We may amend this Privacy Notice (“Notice”) from time to time.

This (“Notice”) sets out:

- Who we are
- What personal information we collect
- How we use your personal information
- To whom we may disclose your personal information to
- How we safeguard your personal information
- How long we retain your personal information for
- Your rights in relation to your personal information
- How to contact us

WHO WE ARE

CCBA is the 8th largest Coca-Cola bottling partner worldwide and the biggest on the African continent. CCBA serves 14 countries in Africa including: The Republic of South Africa, the Kingdom of Eswatini, the Kingdom of Lesotho, , the Republic of Kenya, the Federal Democratic Republic of Ethiopia, the Republic of Mozambique, the United Republic of Tanzania, the Republic of Uganda, the Republic of Namibia, the Department of Mayotte, the Union of the Comoros, the Republic of Botswana, the Republic of Zambia and the Republic of Malawi.

When we process information your personal information in the context of our commercial relationship in the context when you purchase products from us, we act as “responsible party” or “data controller”. We are responsible for deciding how we will collect and use your personal information.

WHAT PERSONAL INFORMATION WE COLLECT

Personal information is any information that can be used to identify an individual. In this Notice, we mainly collect personal information relating to individuals who act for, represent, own, manage or work for our business customers, including distributors, wholesalers, retailers, outlets and other commercial customers.

Depending on the nature of our relationship with the business customer, we may collect and process the following personal information:

- Business contact details: name and surname, job title or role, business email address, business phone number, business address, delivery address, and other contact details of the relevant business representative.
- Customer account and relationship information: business customer name, customer account number, customer type, trading name, purchase history, order records, delivery preferences, communication preferences, feedback, complaints and other relationship management information.
- Transactional and contractual information: purchase orders, invoices, delivery records, signed agreements, correspondence, account instructions, and other information relating to our business dealings with the customer.



- Payment and financial information: bank account details, payment history, billing information, credit information where relevant, tax numbers and financial records linked to the business customer relationship.
- Compliance and due diligence information: information needed to verify the business customer, assess credit or compliance risk, manage anti-bribery and sanctions requirements, conduct due diligence, and comply with legal or regulatory obligations.
- Identification and verification information: where required, identification documents, company registration documents, beneficial ownership information, directorship information, authorisations, mandates or similar verification information.
- Site access and security information: visitor logs, access credentials, CCTV footage where applicable, vehicle registration details, delivery or collection records and other information needed to manage access to our sites, systems or facilities.

HOW WE USE YOUR PERSONAL INFORMATION

We may process personal information collected from vendors, suppliers and other business partners for the following purposes:

- To manage our commercial relationship;
- To process payments and maintain financial records;
- To conduct due diligence and compliance checks;
- To facilitate access to our premises or systems
- To maintain accurate and up-to-date records.
- To improve our services to you, like optimizing delivery routes and ensuring product availability
- To comply with legal obligations

We use your personal information for the purposes for which we collect it and in compliance with applicable law.

TO WHOM WE MAY DISCLOSE YOUR PERSONAL INFORMATION TO

CCBA may share your personal information, where necessary, with:

- The CCBA group of companies;
- Third parties contracted by CCBA – like logistics and delivery partners to payment processors.
- Relevant authorities, to the extent required by law, regulation or court order.
- Acquirers, successors, or assignees of CCBA as part of any merger, acquisition, debt financing, sale of assets, or similar transactions.

We only share the minimum amount of personal information necessary.

HOW WE SAFEGUARD YOUR PERSONAL INFORMATION

We take appropriate technical and organisational measures to ensure that the personal information in our possession, or under our control, is secure and protected against unauthorised or unlawful access, use, acquisition, disclosure, interference, modification, accidental loss, destruction, disclosure or damage.

We impose security, privacy, and confidentiality obligations on our third parties to ensure that they process personal information appropriately.



As we are an international organisation, we may need to transfer your personal information to another country depending on where you reside. We will ensure that personal information transferred is done in accordance with applicable data protection laws and / or under appropriate agreements.

HOW LONG WE RETAIN YOUR PERSONAL INFORMATION FOR

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected, including legal, regulatory, and operational requirements.

YOUR RIGHTS IN RELATION TO YOUR PERSONAL INFORMATION

Depending on where you reside, your rights may include:

- The right to be informed about how we process your personal information and your rights in respect thereof.
- The right to access the personal information that we hold about you.
- The right to request that we correct, update, destroy or delete any of your personal information.
- The right to object on reasonable grounds, and the right to request that we restrict our processing of your personal information.
- The right to access your personal information held by us,
- The right not to be subject to a decision which is based solely on automated processing, and which produces legal or other significant effects on you; and
- The right to lodge a complaint with the relevant data protection authority if you think that any of your rights have been infringed upon by us.

You can exercise your rights by emailing privacyoffice@ccbagroup.com. We may need to request more information from you to help us assist you in exercising your rights

HOW TO CONTACT US

Please address your questions, comments and/or requests to privacyoffice@ccbagroup.com.