

CONSUMER SERVICES PRIVACY POLICY

EFFECTIVE 25 MAY 2018

Gallaher Limited is a company incorporated in England and Wales with company registration number 01501573 and whose registered office is at Members Hill, Brooklands Road, Weybridge, Surrey KT13 0QU England (“**JTI**”, “**we**”, “**us**”, “**our**”) are committed to protecting and respecting your privacy.

This Privacy Policy (“**Privacy Policy**”) (together with any other documents referred to in it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of the General Data Protection Regulation, and any subsequent data protection legislation, the data controller is JTI.

Questions, comments and requests regarding this Privacy Policy are welcomed and should be addressed to consumer@jti.com.

YOUR DUTY TO INFORM US OF CHANGES

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

INFORMATION WE MAY COLLECT

We may collect the following data about you, in the following ways:

- **Information you give us.** You may give us information about you by corresponding with us by mail, phone, e-mail, or otherwise. This includes information you provide when you contact us for any reason (such as to request information about our products or to make a complaint). The information you give us may include your name, address, e-mail address, phone number or other personal information about you, if relevant to an information request or a complaint.

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with services). In this case, we may have to cancel the services but we will notify you if this is the case at the time.

USES MADE OF THE INFORMATION, AND PURPOSES FOR WHICH WE USE YOUR INFORMATION

We will only use your information where the law allows us to. Most commonly, we will use your information in the following circumstances:

- Where we need to comply with a legal or regulatory obligation

- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we require your consent to process your data.

These are known as “lawful grounds”. Note that we may process your information for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us at consumer@jti.com if you need details about the specific legal ground we are relying on to process your personal data.

Information you give us. We use information held about you in the following ways:

- to process complaints
- to give product information where a request for information is made
- to carry out our obligations arising from any contracts entered into between you and us to provide you with the information and services that you request from us;
- to notify you about changes to our service, changes to our site or others changes which might otherwise affect you.

Information we collect about you. We will use this information:

- to record, process, handle and administer request(s) for information in relation to our products;
- to record, process, handle and administer complaint(s) you make about our products;
- to administer our systems and for internal operations, including troubleshooting, data analysis, testing, research, statistical and purposes;

DISCLOSURE OF YOUR INFORMATION

We may share your personal information with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

We may share your information with selected third parties including business partners, suppliers and sub-contractors for the purposes of fulfilling the services; or assist us in the improvement and optimisation of our systems.

We may disclose your personal information to third parties in the following circumstances:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If JTI or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or to protect the rights, property, or safety of JTI, our customers, or others.

WHERE WE STORE YOUR PERSONAL DATA

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff maybe engaged in the provision of support services. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy.

All information you provide to us is stored on our secure servers. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

DATA SECURITY

Once we have received your information, we will use appropriate procedures and security features to try to prevent unauthorised access, and to prevent your information being accidentally lost. We limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your information on our instructions and they are subject to a duty of confidentiality.

Unfortunately, the transmission of information via the Internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site. We have put in place procedures to deal with any suspected data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

HOW LONG WE WILL KEEP YOUR INFORMATION

We will only keep your information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To decide the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your information, the purposes for which we process your information, and whether we can achieve those purposes through other means, and the applicable legal requirements.

YOUR LEGAL RIGHTS

Under certain circumstances, you have rights under data protection laws in relation to your information:

- Request access to your personal data (known as a “data subject access request”)
- Request correction of your personal data where there is incomplete or inaccurate information.

- Request erasure of your information where there is no good reason for us to be processing your information, or where you have successfully exercise your right to object to processing of information.
- Object to processing of your information where we are relying on legitimate interest (or those of a third party) and you believe this impacts on your fundamental rights and freedoms. (Note, we may have compelling legitimate grounds to process information which override your rights and freedoms).
- Request restriction of processing your information in the following circumstances: (a) if you want us to establish the accuracy of your information; (b) where our use of the information is unlawful but you do not want us to erase it; (c) where you need us to hold the information even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your information but we need to verify whether we have overriding legitimate grounds to use it.
- Request transfer of your information to you or a third party.
- Right to withdraw consent where we are relying on consent to process your data.

If you wish to exercise any of the rights set out above, please contact us at consumer@jti.com.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that your information is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our Privacy Policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our Privacy Policy.