



International & UK Overnight Express Couriers

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LCA International Limited

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St Clare Business Park
Holly Road
Hampton Hill
Middlesex TW12 1PZ

Tel : 0208 979 4777

Email : info@lcainternational.co.uk

www.lcainternational.co.uk

LCA International Ltd is registered in England and Wales. Company Number : 03679379

Registered address : 191-193 High Street, Hampton Road, TW12 1NL

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Introduction

Expert International & Overnight couriers... at your service!

What makes us tick?

We offer our clients a broad range of services to ensure their urgent documents, parcels and freight are delivered on time, regardless of what they are sending, or where it is going to.

But what makes us different?

We at LCA International Couriers Ltd don't want to just be your couriers but also an extension to your business. We take on a very personal relationship with our customers because you are more than just an account number!!

We try and assist all of our customers from production to delivery, advising on best routes, sizes, packaging, flight dates & times etc etc.

By providing a **PAPERWORK FREE** courier service we feel we save you both time and money by doing all relevant paperwork for your shipments in-house. All you need do is notify us of your shipments, when they are ready and we will do the rest.

- Worldwide Express - for document and parcel delivery to over 200 countries and territories globally .
- UK Overnight Courier - nationwide service with specialist timed delivery options to meet your deadlines.
 - Freight Services - for larger, heavier weights or oversized consignments worldwide.
- Professional Packing - expert packing and crating services to ensure the safety of your fragile shipments.
 - Competitive Prices - low cost with no compromise on the quality of our service.

Call one of our friendly advisors now on

0208 979 4777

for more information or to open an account and / or make a booking.



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Our Services

Expert International & Overnight couriers... at your service!

Services

Worldwide Express

Our first flight service for express documents and parcels that require a quick, fully tracked delivery to towns and cities in over 210 countries around the world.

Booking is simple, paperwork free and our charges are comparatively much lower than you will find with other companies.

International Timed Delivery

We know that sometimes standard express courier delivery just won't be quick enough, there's always a time when the deadline has been missed!

We provide a range of time definite delivery services to many destinations worldwide. Your urgent shipment is expedited to its destination using the first available flight option, and delivered well before standard express deliveries can achieve. To find out more call us on 0208 979 4777 and speak with one of our advisors who will be able to help.

Worldwide Onboard Courier

For highly valuable items, sensitive shipments, or anything that requires a first class hand carried delivery to any serviceable destination worldwide. Your shipment travels with your onboard courier as hand luggage, allowing for quick transit through customs, and delivery upon arrival. Call us for details.

Global Freight Services

For bulky or heavyweight consignments right up to whole consoles, door to door / door to airport / airport to airport. In addition we offer expert customs clearance services, handling and on-forwarding services if required.

UK Overnight Courier

Next Day nationwide delivery for parcels, boxes and documents. Timed delivery options are available at a low premium to ensure delivery the following morning by 09:00 hrs or 12:00 hrs if your shipment is urgent.

Specialist Packing Services

We provide a wide range of expert packing services for goods that are fragile or awkwardly shaped for transport. Our packers have many years of experience and will ensure your goods are professionally packed to IATA standard, and completely safe for their ongoing journey. We can also provide a Hazardous Goods packing service.

By providing a PAPERWORK FREE courier service we feel we save you both time and money by doing all relevant paperwork for your shipments in-house. All you need do is notify us of your shipments, when they are ready and we will do the rest.

Call one of our friendly advisors now on

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FAQs

Answers to some frequently asked questions.

Frequently Asked Questions

We get asked all sorts of questions all the time, so we've listed some of those that we commonly get asked below.

If you have a question and can't find the answer here please get in touch using the quick enquiry form or call us on

0209 979 4777

How can I find out if my package has been delivered?

We update you by email once delivery has been made as standard, or if you need urgent assistance you can request Tracking Help here at our website

Can you deliver a package by a specific time?

Yes no problem. Throughout the UK and to hundreds of destinations overseas we offer deadline specific services that will ensure your urgent deliveries are made on time. Contact us to find out more.

I don't have an account with you, can I still book a package for delivery?

Yes of course, we can accept cash on collection, credit card payments or bank transfer options if required.

How can I get a quotation?

Call us and let us know what you are sending, it's weight and dimensions and any specific requirements you may have regarding delivery and we'll generate a cost effective quotation for you. Alternatively you can visit our website and request a quote online.

I need something collected overseas and brought back to the UK. Can you help?

Yes no problem. We can also arrange for customs clearance if it is required. Call us to make a booking.

Can you collect sameday throughout the UK?

Yes of course. Collection cut-offs vary dependant upon where your collection is to be made. Please call for full details.



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CREDIT APPLICATION FORM

COMPANY NAME

TELEPHONE

OPERATIONS CONTACT & EMAIL

ACCOUNTS CONTACT & EMAIL

ADDRESS

REGISTRATION NUMBER

VAT NUMBER

BANK NAME

ACCOUNT NUMBER

SORT CODE

ADDRESS

HOW LONG HAS THIS ACCOUNT BEEN OPENED?

Estimated Credit: £..... Credit Terms 30 days end of month.

We understand that no credit will be extended for Duty or VAT and that interest will be charged at 2% above the bank base rate on all late payments.

We hereby appoint LCA International Courier Limited to act on behalf of the Company named above in the capacity of a Direct Representative in accordance with Article 5 of Council Regulation (EEC) No. 2913/92

Credit offered is discretionary and can be withdrawn without notice making all monies owed due for immediate payment.

We hereby confirm our acceptance of your current terms and conditions.

Signed: (Authorised Official)

Print Name:

Position:

PRIVACY & DATA PROTECTION

How we keep your information safe.

1. PURPOSE OF THIS NOTICE

This notice describes how we collect and use personal data about you, in accordance with the General Data Protection Regulation (GDPR), the Data Protection Act and any other national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK ('Data Protection Legislation').

2. ABOUT US

LCA International ("we", "us", "our" and "ours") are an Express Courier Services provider.

For the purpose of the Data Protection Legislation and this notice, we are the 'data controller'. This means that we are responsible for deciding how we hold and use personal data about you. We are required under the Data Protection Legislation to notify you of the information contained in this privacy notice.

We have appointed a Data Controller. Our Data Controller is responsible for assisting with enquiries in relation to this privacy notice or our treatment of your personal data. Should you wish to contact our Data Protection Officer you can do so using the contact details noted at paragraph 11 (Contact Us), below.

3. HOW WE MAY COLLECT YOUR PERSONAL DATA

We obtain personal data about you, for example, when:

- our clients engage us to provide our services and also during the provision of those services;
- you contact us by email, telephone, post (for example when you have a query about our services);
- from our 'Contact Us' page on our website;
- Google analytics – non direct contact details but covering page views, device, country and browser used when visiting our website.

4. THE KIND OF INFORMATION WE HOLD ABOUT YOU

The information we hold about you may include the following:

- your personal details (such as your name and/or address);
- details of contact we have had with you in relation to the provision, or the proposed provision, of our services;
- details of any services you have received from us;
- our correspondence and communications with you;
- Information we receive from other sources, such as publicly available information or information provided by our clients.

5. HOW WE USE PERSONAL DATA WE HOLD ABOUT YOU

We may process your personal data for purposes necessary for the performance of our contract with our clients and to comply with our legal obligations.

This may include processing your personal data where you are an employee, subcontractor, supplier or customer of our client.

We may process your personal data for the purposes of our own legitimate interests provided that those interests do not override any of your own interests, rights and freedoms which require the protection of personal data. This includes processing for management purposes.

We may process your personal data for certain additional purposes with your consent, and in these limited circumstances where your consent is required for the processing of your personal data then you have the right to withdraw your consent to processing for such specific purposes.

Please note that we may process your personal data for more than one lawful basis depending on the specific purpose for which we are using your data.

Situations in which we will use your personal data

We may use your personal data in order to:

- carry out our obligations arising from any agreements entered into between our clients and us (which will most usually be for the provision of our services);
- carry out our obligations arising from any agreements entered into between our clients and us (which will most usually be for the provision of our services) where you may be a subcontractor, supplier or customer of our client;
- provide you with information related to our services and our events and activities that you request from us or which we feel may interest you, provided you have consented to be contacted for such purposes;
- seek your thoughts and opinions on the services we provide; and
- notify you about any changes to our services.

In some circumstances we may anonymise or pseudonymise the personal data so that it can no longer be associated with you, in which case we may use it without further notice to you.

If you refuse to provide us with certain information when requested, we may not be able to perform the contract we have entered into with you. Alternatively, we may be unable to comply with our legal or regulatory obligations.

We may also process your personal data without your knowledge or consent, in accordance with this notice, where we are legally required or permitted to do so.

Data Retention

We will only retain your personal data for as long as is necessary to fulfil the purposes for which it is collected.

When assessing what retention period is appropriate for your personal data, we take into consideration:

- the requirements of our business and the services provided;
- any statutory or legal obligations;
- the purposes for which we originally collected the personal data;
- the lawful grounds on which we based our processing;
- the types of personal data we have collected;
- the amount and categories of your personal data; and
- whether the purpose of the processing could reasonably be fulfilled by other means.

Change of purpose

Where we need to use your personal data for another reason, other than for the purpose for which we collected it, we will only use your personal data where that reason is compatible with the original purpose.

Should it be necessary to use your personal data for a new purpose, we will notify you and communicate the legal basis which allows us to do so before starting any new processing.

6. DATA SHARING

Why might you share my personal data with third parties?

We will share your personal data with third parties where we are required by law, where it is necessary to administer the relationship between us or where we have another legitimate interest in doing so.

Which third-party service providers process my personal data?

"Third parties" includes third-party service. The following activities are carried out by third-party service providers: IT and cloud services, professional advisory services, and administration services.

All of our third-party service providers are required to take commercially reasonable and appropriate security measures to protect your personal data. We only permit our third-party service providers to process your personal data for specified purposes and in accordance with our instructions.

What about other third parties?

We may share your personal data with other third parties, for example in the context of the possible sale or restructuring of the business. We may also need to share your personal data with a regulator or to otherwise comply with the law. We do not share, trade, sell or rent your personal information.

7. DATA SECURITY

We have put in place commercially reasonable and appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, 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 personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

8. RIGHTS OF ACCESS, CORRECTION, ERASURE, AND RESTRICTION

Your duty to inform us of changes

It is important that the personal data we hold about you is accurate and current. Should your personal information change, please notify us of any changes of which we need to be made aware by contacting us, using the contact details below.

Your rights in connection with personal data

Under certain circumstances, by law you have the right to:

- Request access to your personal data. This enables you to receive details of the personal data we hold about you and to check that we are processing it lawfully.
- Request correction of the personal data that we hold about you.
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for our continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this basis. You also have the right to object where we are processing your personal information for direct marketing purposes.
- Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it.
- Requested the transfer of your personal data to you or another data controller if the processing is based on consent, carried out by automated means and this is technically feasible.

If you want to exercise any of the above rights, please email our data protection point of contact info@lcainternational.co.uk

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 for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

9. RIGHT TO WITHDRAW CONSENT

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal data for a specific purpose (for example, in relation to direct marketing that you have indicated you would like to receive from us), you have the right to withdraw your consent for that specific processing at any time.

Once we have received notification that you have withdrawn your consent, we will no longer process your personal information (personal data) for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

10. CHANGES TO THIS NOTICE

Any changes we may make to our privacy notice in the future will be provided to you via our website. This privacy notice was last updated on 22 May 2018.

11. CONTACT US

If you have any questions regarding this notice or if you would like to speak to us about the manner in which we process your personal data, please email our Data Controller info@lcainternational.co.uk

You also have the right to make a complaint to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues, at any time.

The ICO's contact details are as follows:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone - 0303 123 1113 (local rate) or 01625 545 745
Website - www.ico.org.uk