



Privacy Policy

Effective Date: 1st July 2024

1. Introduction

Overseas Courier Service (London) Ltd ("we," "our," or "us") respects your privacy and is committed to protecting your personal data. This privacy policy explains how we collect, use, and safeguard your information when you interact with our web platforms and digital and other services. This policy applies to our distribution business, serving customers worldwide, with data received from customers based in the UK.

2. Data We Collect

We may collect the following types of personal data:

- **Identity Data:** Name, title, and contact details such as email address and phone number.
- **Address Data:** Billing and shipping addresses.
- **Transaction Data:** Order details, payment information (processed securely by third-party payment providers), and delivery preferences.
- **Technical Data:** IP address, browser type, and other details captured through cookies.
- **Communication Data:** Emails, chat transcripts, or correspondence related to inquiries or support.

3. How We Use Your Data

We process your personal data for the following purposes:

- To process and fulfill your orders.
- To deliver goods and provide tracking updates.
- To manage payments and refunds.
- To communicate with you regarding your orders or support inquiries.
- To comply with legal and regulatory obligations.
- To improve our services and website functionality through data analytics.

4. Legal Basis for Processing

We rely on the following legal grounds to process your data:

- **Contractual Necessity:** To fulfill orders and provide our services.
- **Legal Compliance:** To meet tax, customs, and regulatory requirements.
- **Legitimate Interests:** To improve our services and maintain security.
- **Consent:** For optional activities like marketing (when applicable).

5. Sharing Your Data

We may share your data with:



- **Third-Party Service Providers:** Payment processors, shipping companies, and IT support providers.
- **Government Authorities:** Customs and tax authorities, where required.
- **Professional Advisors:** Legal, accounting, or auditing professionals.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law.

6. International Data Transfers

As a global business, your personal data may be transferred to and processed in countries outside the UK. We ensure that such transfers comply with GDPR through mechanisms like adequacy decisions or standard contractual clauses.

7. Data Retention

We retain your personal data only for as long as necessary to fulfill the purposes we collected it for, including satisfying legal, accounting, or reporting requirements. Typically, this is may be up to 7 years.

8. Your Rights

Under GDPR, you have the following rights:

- **Access:** To receive a copy of your personal data.
- **Correction:** To correct any inaccuracies.
- **Erase:** To request deletion of your data, subject to legal requirements.
- **Restriction:** To limit the processing of your data.
- **Portability:** To transfer your data to another service provider.
- **Objection:** To object to data processing based on legitimate interests.

To exercise your rights, please contact us using the details below.

9. Security Measures

We implement appropriate technical and organizational measures to protect your data against unauthorized access, loss, or misuse. These include encrypted storage, secure payment gateways, and restricted access controls.

10. Cookies

Our website uses cookies to improve user experience and analyze website traffic. You can manage your cookie preferences through your browser settings.

11. Contact Us

If you have any questions about this policy or wish to exercise your rights, please contact us:



- **Email:** gdpr@ocsworldwide.co.uk
- **Phone:** +44 (0) 20 7640 3870
- **Postal Address:** Global House, Poyle Road, Colnbrook, Berkshire, SL3 0AY

12. Complaints

If you are dissatisfied with our handling of your personal data, you have the right to file a complaint with the Information Commissioner's Office (ICO):

- Website: www.ico.org.uk
- Phone: 0303 123 1113

13. Updates to this Policy

We may update this privacy policy periodically. Changes will be posted on this page with a revised "Effective Date."