

PRIVACY POLICY

How Miraj Plans collects, uses, shares and protects personal information

Effective / last reviewed: 8 August 2026



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Our role

MIRAJ IT SOLUTIONS LTD, trading as Miraj Plans, acts as a data controller where it decides why and how personal information is used. This notice applies to enquiries, quotations, projects, website interactions and business administration.

1. Personal information we may collect

- Identity and contact details: name, address, email, telephone number and company details.
- Project and property information: site address, photographs, plans, drawings, surveys, reports, access details and project instructions.
- Commercial and financial information: quotations, invoices, payment status and transaction references. We do not need full payment-card details where a payment provider processes them.
- Communications: emails, messages, consultation notes, complaints and service correspondence.
- Website and technical information: IP address, device/browser information, security logs and cookie or similar technology data where applicable.

2. Why we use personal information and lawful bases

Purpose	Typical lawful basis
Respond to enquiries, prepare quotations and deliver agreed services	Contract / steps requested before contract
Manage projects, site access, invoices and client records	Contract; legal obligation where applicable
Coordinate engineers, surveyors, authorities and other project parties	Contract; legitimate interests; legal obligation where applicable
Protect systems, prevent fraud and manage business risks	Legitimate interests; legal obligation where applicable
Meet tax, accounting, regulatory, insurance and legal requirements	Legal obligation; legitimate interests
Send optional marketing or use non-essential cookies where consent is required	Consent, or another basis permitted by applicable law

3. Who we may share information with

- Appropriately appointed engineers, surveyors, designers, planning consultants and other project professionals.
- Local planning authorities, Building Control bodies and other public authorities where instructed or legally required.
- Website, cloud, email, IT security, payment, accounting and document-management providers acting under appropriate arrangements.
- Professional advisers, insurers, auditors, regulators, courts or law-enforcement bodies where necessary and lawful.

We do not sell personal information.

4. International transfers

If a service provider processes personal information outside the UK, we use a lawful transfer mechanism and appropriate safeguards where required by UK data protection law.

5. How long we keep information

We keep personal information only for as long as reasonably necessary for the enquiry or project and for applicable legal, tax, insurance, professional and dispute-resolution requirements. Retention periods vary by record type and project circumstances.

6. Security

We use proportionate organisational and technical measures to protect personal information, including access controls, secure accounts, appropriate sharing controls, backups and supplier due diligence. No system can be guaranteed completely secure.

7. Your data protection rights

Depending on the circumstances, you may have rights to access, correct, erase or restrict personal information, object to certain processing, request portability, and withdraw consent where processing is based on consent. Rights are subject to legal conditions and exemptions.

8. Data protection complaints

Raise a data protection concern with us at Info@mirajplans.co.uk. We will provide a route for complaints, acknowledge a data protection complaint within 30 days, investigate it appropriately and communicate the outcome in accordance with current UK requirements. You may also complain to the Information Commissioner's Office (ICO).

9. Cookies and similar technologies

Our website may use essential technologies needed for security and functionality. Where consent is legally required for non-essential cookies or similar technologies, we will request it and provide controls. Cookie use should also be described in the website cookie settings/banner.

10. Changes to this policy

We may update this Privacy Policy when our services, suppliers or legal obligations change. The current version should be published at www.mirajplans.co.uk.

11. Legal framework

This policy is designed around the UK GDPR, the Data Protection Act 2018, the Data (Use and Access) Act 2025 and the Privacy and Electronic Communications Regulations 2003, as amended and in force.