

UK GDPR & ICO COMPLIANCE STATEMENT

Data protection governance and complaints procedure

Effective / last reviewed: 8 August 2026



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Purpose

This statement summarises how Miraj Plans approaches UK data protection compliance. It complements the Privacy Policy and does not replace project-specific confidentiality or data-processing terms where those are required.

1. Data controller

MIRAJ IT SOLUTIONS LTD, trading as Miraj Plans, is the data controller where it determines the purposes and means of processing personal information. Data protection contact: Info@mirajplans.co.uk.

2. Core data protection principles

- Lawfulness, fairness and transparency.
- Purpose limitation - use information for specified, legitimate purposes.
- Data minimisation - collect only what is reasonably needed.
- Accuracy - take reasonable steps to keep information correct.
- Storage limitation - retain information only as long as needed.
- Integrity and confidentiality - protect information with appropriate security.
- Accountability - be able to demonstrate compliance.

3. Operational controls

- Use privacy information at appropriate collection points, including website forms and document-upload processes.
- Limit staff/contractor access to information needed for their role.
- Use appropriate written terms with service providers that process personal information on our behalf.
- Review the need for a Data Protection Impact Assessment where processing is likely to create high risk to individuals.
- Maintain proportionate records of processing, suppliers, incidents, requests and complaints.
- Use secure sharing methods for client plans, photographs, surveys, reports and identity/contact information.

4. Individual rights requests

Rights requests should be sent to Info@mirajplans.co.uk. We will verify identity where reasonably necessary, conduct searches that are reasonable and proportionate, and respond within the applicable legal timescale. We will explain any lawful restriction or extension.

5. Personal data breaches

We assess suspected personal data breaches promptly, record relevant facts and take steps to contain risk. Where the legal threshold is met, we will notify the ICO without undue delay and, where feasible, within 72 hours of becoming aware of the breach. Where a breach is likely to result in a high risk to individuals, affected people will be informed where required.

6. Data protection complaints procedure

- Complaint route: Info@mirajplans.co.uk.
- We will acknowledge a data protection complaint within 30 days.
- We will investigate without undue delay, keep the complainant appropriately informed and communicate the outcome.
- If the concern is not resolved, the individual may raise it with the ICO.

7. ICO registration and data protection fee

UK data controllers must pay the ICO data protection fee unless an exemption applies. Miraj Plans / MIRAJ IT SOLUTIONS LTD should assess its fee obligation and keep any required registration and payment current. An ICO registration number should only be published after it has been verified against the ICO register.

8. Marketing, cookies and electronic communications

Direct marketing and website tracking are handled in line with the UK GDPR and Privacy and Electronic Communications rules. We use consent where legally required and provide appropriate opt-out or preference controls.

9. Governance review

This statement should be reviewed when there is a material change to the business, website, suppliers, processing activities or data protection law. The Privacy Policy, enquiry forms, cookie controls and internal handling procedures should remain consistent with this statement.

10. Legal framework

Current framework: UK GDPR; Data Protection Act 2018; Data (Use and Access) Act 2025; Data Protection (Charges and Information) Regulations 2018; and Privacy and Electronic Communications Regulations 2003, as amended. The ICO is the UK regulator for data protection and information rights.