

Meta Platforms Ireland Limited
Merrion Road
Dublin 4
D04 X2K5
Ireland

ATT : LEGAL DEPARTMENT

Hjørring, November 22nd, 2022

COMPLAINT

I am writing to you because, my personal Facebook account (jens@lieto.dk) and business account (business@lieto.dk) have been disabled on November 18th 2025 at 10.54 pm (CET). Consequently, we haven't had any access to my company Lieto International's (DK33037867) Business and Ads account (473248866439616) and associated Facebook Pages since the disablement of the Facebook accounts associated with the business account.

This is a formal complaint on Metas handling of this matter until today.

Background.

On November 18th 2025 at 10.54 pm (CET), I received an email stating that my account jens@lieto.dk required action and had been suspended. I then used the Appeal button in the Facebook app for Android and then went through the procedure of human face verification. In this process, I clicked on appeal and then I got a technical error and was asked to try again. By clicking on try again, the app now reports that my account has been disabled and that it is a final decision.

Technical negligence when trying to appeal.

Because of the error in the app, I was not given a chance to appeal as to what I understand is Metas standard practice in cases where Meta by it own methods identifies a violations of the community standards and reacts to this as stated on https://www.facebook.com/terms/?section_id=4.

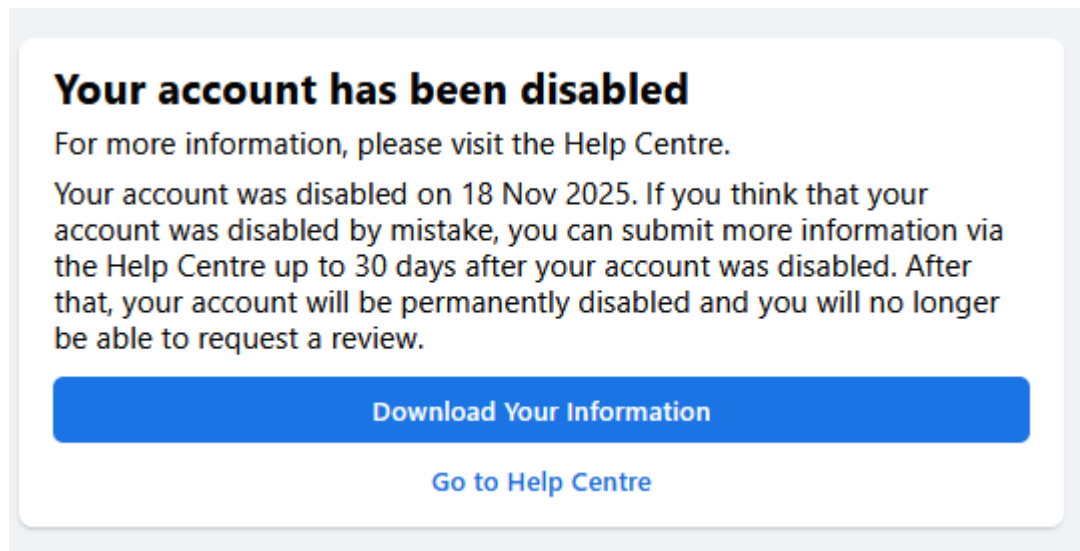
I shall therefore ask Meta to initiate an appeal process immediately as this was not possible due to technical negligence by Meta and Meta did not "exercise professional diligence" in this matter.

Please confirm that Meta will initiate an appeal immediately, that my accounts data will not be permanently disabled until 30 days after the appeal process is completed and how I can follow the process of the appeal.

Misinformation on possible actions when account is disabled.

Svanelundsvej 4
9800 Hjørring
+4520126141
jens@lieto.dk
www.lieto.dk
CVR 30337867

When trying to access the disabled accounts I get this information from Facebook when trying to login.



Your account has been disabled

For more information, please visit the Help Centre.

Your account was disabled on 18 Nov 2025. If you think that your account was disabled by mistake, you can submit more information via the Help Centre up to 30 days after your account was disabled. After that, your account will be permanently disabled and you will no longer be able to request a review.

[Download Your Information](#)

[Go to Help Centre](#)

It clearly states that I in the help centre can submit more information. Following the link I do not have any possibility of submitting more information. As the account is disabled – the appeal option is not accessible.

How do I, as stated on Facebooks website, get access to submit more information? Please provide detailed information on how this is initiated and how the procedure for submitting more information works.

No further information on rights to challenge and reason for accounts been disabled.

On Facebooks website it states that “You may have the right to challenge our decision in court or refer our decision to a certified dispute settlement body” and in the terms of service as per https://www.facebook.com/terms/?section_id=4 Metas states “we will also explain any options that you have to request a review”.

I am a Danish citizen, and my company is registered in Denmark. Please provide information on what specific rights my company have and I have to challenge this decision in court or what certified dispute settlement bodies we can use?

To challenge the decision in court we would also need specific reasons and documentation on how the community standards were violated. Please provide detailed documentation including logs, ip addresses used to access Facebook when the violation took place, content posted etc. to document the violation of Metas community standards.

I need you to confirm that all information in my Facebook accounts and my company’s Business and Ad account and Facebook pages will be recoverable until all my rights to challenge Metas decision, as stated in Metas terms, has been exempted.

Ad Manager invoicing of incurred ad spending.

As we lost access to our Ad Manager account with active ad campaigns on November 18th at 10.54 PM CET we no longer have control over spendings accrued from that time and the history of tax invoices of the account.

I shall therefore ask you to confirm that no spending on ads after November 18th 2025 10.54 PM CET will be invoiced to Lieto International.

I shall ask you to provide detailed documentation and the timestamps of any cost incurred and invoiced to us in November 2025 to document this.

As we no longer have access to the invoicing information on our Business and Ad Account I shall ask you to send me all monthly tax invoices for the whole of 2025.

Regaining access to our Business and Ad Account and Facebook pages.

As we have spent more than 10 years building up our facebook pages and business and ad account I would like you to describe what options we have to recover access to these in the case that the facebook accounts jens@lieto.dk and busines@lieto.dk will be suspended.

Please provide detailed information on how our possibilities to regain access to our Business and Ad account and Facebook pages can be exercised.

If we do not regain access to our Business and Ad account and Facebook pages we will not rebuild our presence on facebook or other Meta platforms. This will be the end of our business relationship.

We will further more warn other small business on engaging with Meta as Meta is not able to deliver business continuity and a professional diligence towards small business. We will take steps to publish our story in Danish news media and contact interest organizations that promote facebook's services towards small business and tell them our story.

Right to access – GDPR regulations article 15

I am exercising my right of access under Article 15 in the European GDPR legislation.

As you process my personal data in the facebook account jens@lieto.dk please provide:

- A copy of the personal data you hold about me (including posts, images, and all interactions)
- Information on the purposes, categories, recipients, retention periods, and source of the data

- Details of any automated decision-making or profiling including decision making regarding violation of community standards.

The information provided in the "Download your information" function is not sufficient and do not cover the extent of my rights in article 15 of the GDPR legislation.

Metas liabilities

We are looking for an amicable solution to this issue and urge Meta to seek the same.

However if no amicable solution can be found we are ready to go to court as we find gross negligence and misinformation in Facebooks handling of this matter within Metas own descriptions on its practice. Also the practice of not providing detailed information on why an account was disabled is clearly against the intention of the EU's Digital Services Act (DSA) goal of increasing transparency. Finally we will off course seek compensation for any commercial and brand value loss due to Metas negligence, misinformation, unwarranted decisions and the exercise of non-professional diligence.

Further contact

As to expedite this matter I strongly urge you to communicate with us on email. Please send all communication on this matter to jens@lieto.dk.

I shall finally ask you to confirm that you have received this letter, when you will begin the processing of it and when you will be able to answer to our requests.

Med venlig hilsen / Best Regards

Jens Christian Andersen

CEO & Founder

LIETO INTERNATIONAL

+4520126141 - jens@lieto.dk

Lieto IT Management Services - www.lieto.dk

Last Minute Charter - www.lastminutecharter.eu

Travolo - www.travolo.net

Last Minute Holiday Homes - www.lastminuteholidayhomes.eu

Svanelsundsvej 4
9800 Hjørring
Danmark

