

European Commission
Directorate General for Competition
Digital Markets Act Registry and DMA enforcement team
1049 Brussels
Belgium

e-mail: EC-DMA@ec.europa.eu and COMP-DMA-Registry@ec.europa.eu.

Hjørring, February 26th, 2026

Complaint to the European Commission against META PLATFORMS IRELAND LIMITED for Suspected Non-Compliance with Regulation (EU) 2022/1925 (Digital Markets Act)

Dear Sir or Madam,

I hereby submit a formal complaint regarding **Meta Platforms Ireland Limited** ("Meta") for **multiple violations of the Digital Markets Act (DMA)** relating to suspension of my Facebook account, loss of access to my company's advertising and business assets, and Meta's subsequent failure to provide legally required redress mechanisms, transparency, and access to data relevant to my business activities.

Meta is designated as a **gatekeeper** under the DMA for its Facebook and Meta Ads core platform services, and therefore must comply with its obligations.

The complaint is submitted by Lieto International, Svanelundsvej 4, 9800 Hjørring and the Complainant: Jens Christian Andersen.

1. Introduction

This complaint is submitted pursuant to **Articles 29–31 of Regulation (EU) 2022/1925** (the Digital Markets Act, "DMA") and seeks enforcement action against **Meta Platforms Ireland Limited** ("Meta") for multiple alleged infringements of its obligations as a designated **gatekeeper**. Meta has been designated for its core platform services, including **Facebook** and **Meta Ads**, pursuant to Article 3 DMA.

The conduct described herein reflects serious, ongoing, and multi-faceted failures that undermine the fairness, transparency, and contestability that the DMA seeks to guarantee. These failures have resulted in substantial and ongoing harm to the complainant's business operations, economic interests, and legal rights.

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

2. Legal Framework

2.1 Objectives and Recitals

The DMA expressly seeks to safeguard **fair and balanced commercial relationships** between gatekeepers and business users. **Recital 2** underscores that the regulation aims to prevent gatekeepers from adopting practices that distort fairness in these relationships.

Further, **Recital 42** identifies **unjustified suspension or termination of business accounts** as a paradigmatic example of *unfair conduct* by a gatekeeper. This recital is directly implicated in the present case.

2.2 Applicable DMA Obligations

The obligations relevant to this complaint include:

- **Article 5(9)(10)** — Transparency obligations relating to advertising pricing and remuneration.
- **Article 6(8)** — Access to performance measurement tools for advertisers.
- **Article 6(9)** — Effective and real-time data portability.
- **Article 6(10)** — Real-time access for business users to data generated through their use of the platform.
- **Article 6(12)** — Gatekeepers must provide **fair, reasonable, and non-discriminatory (FRAND)** access conditions.
- **Article 8** — Obligation to ensure the implementation of effective compliance measures.
- **Article 18** — Market investigation into systematic non-compliance.

Meta appears to have failed to comply with each of these obligations.

3. Factual Background

3.1 Account Suspension and Failure of Appeal Mechanisms

On **18 November 2025 at 22:54 CET**, Meta suspended the complainant's Facebook account (jens@lieto.dk). Upon attempting to initiate an appeal via Meta's in-app mechanism, a **technical error** occurred. When selecting "Try Again", the system declared the decision **final**, leaving no further avenue for contestation.

Meta's public statements suggest that additional information may be submitted through the Help Centre. However, because the account was disabled, the complainant could not access any such mechanism. The representation that an appeal process existed was therefore **misleading**.

3.2 Absence of Procedural Fairness and Transparency

The complainant received **no information whatsoever** regarding the alleged policy violation that purportedly justified account suspension. As a result:

- The complainant cannot assess the legitimacy of Meta's action.
- The complainant cannot meaningfully exercise rights to judicial review or civil remedies.
- The complainant has been denied the procedural protections contemplated under Recital 42 DMA.

3.3 Continued Billing and Loss of Access to Advertising Systems

Despite the suspension, **Meta continued charge** the complainant for advertising services. During this period, the complainant had:

- No access to the Meta Ads interface,
- No means of pausing or cancelling ad campaigns,
- No access to invoices or financial documentation required under Danish bookkeeping laws.

Meta thereby used the complainant's payment methods **without legal authorisation and without providing access to verify or control expenditures**.

3.4 Loss of Access to Business Assets and Data

The complainant lost access to:

- **Facebook Business Pages** comprising approximately **125,000 followers**,
- Historical audience insights,
- Content, engagement metrics,
- Business data generated through more than a decade of activity.

This constitutes a deprivation of business-critical assets and data.

3.5 Correspondence and Lack of Remedy

Two formal letters (22 November 2025 and 5 January 2026), sent by **recorded delivery**, were received by Meta. **Meta has not provided any response** or remedy. This failure persisted **months** after the complainant first attempted to invoke Meta's purported appeal procedures.

A more detailed chronology of events and documentation in the form of screenshots from Meta platform services can be found in Appendix 1.

4. Legal Assessment

4.1 Violation of Article 5(9)–(10) DMA – Transparency for Advertising Services

By continuing to charge the complainant while preventing access to:

- price information,
- remuneration details,
- calculation methodologies, and
- invoice documentation,

Meta has failed to comply with the transparency obligations imposed by **Article 5(9)–(10)**.

4.2 Violation of Article 6(8) DMA – Access to Performance Measurement Tools

Because the complainant was entirely locked out of Meta Ads, it was **impossible to verify ad delivery or spending**. This constitutes non-compliance with **Article 6(8)**.

4.3 Violation of Article 6(10) DMA – Access to Business User Data

Meta deprived the complainant of **real-time access** to data generated through its business use of the platform, including:

- ad campaign data,
- billing information,
- page insights,
- audience metrics.

This is a direct violation of **Article 6(10)**.

4.4 Violation of Article 6(9) DMA – Data Portability

All Meta data-export functions were rendered inaccessible due to the suspension, and Meta provided no alternative mechanism. This violates **Article 6(9)**.

4.5 Violation of Article 6(12) DMA – FRAND Access

Meta’s conduct—particularly the defective appeal flow, no alternative redress options and “final” termination arising from a system error—cannot be considered **fair, reasonable, or non-discriminatory**. This violates **Article 6(12)**.

4.6 Failure to Implement Effective Compliance Measures (Article 8 DMA)

Meta’s systems lack:

- fallback mechanisms for suspended business users,
- independent means of accessing data, invoices, or export tools,
- a functional appeal system.

These omissions breach **Article 8**.

5. Systematic Non-Compliance (Article 18 DMA)

The complainant submits that Meta’s conduct amounts to **systematic non-compliance** under **Article 18 DMA**, demonstrated by:

1. **Multiple concurrent violations** across several DMA provisions.
2. **Extended duration** of non-compliance despite formal notifications.
3. **Absence of corrective action**, despite repeated written communications.
4. **Structural deficiencies** in Meta’s systems, including appeal processes and access to business-critical data.
5. **Severe and ongoing harm** to the complainant’s business, including financial losses estimated at approximately **447.000 EUR** over a 10-year horizon as documented in Appendix 2.

This pattern of conduct is incompatible with the DMA’s objective to prevent gatekeepers from abusing their entrenched positions (Recital 2).

6. Requested Action by the European Commission

The complainant respectfully requests that the Commission:

1. Initiate non-compliance proceedings

Under **Articles 29–31 DMA** concerning Meta’s breaches of:

- Article 5(9)–(10)
- Article 6(8)
- Article 6(9)
- Article 6(10)
- Article 6(12)
- Article 8

2. Open a market investigation under Article 18 DMA

Into Meta’s **systematic non-compliance**, given the structural nature of the infringements.

3. Impose interim measures under Article 24 DMA, including:

- Immediate restoration of access to business data and advertising controls,
- Suspension of billing until normal access is restored,
- Provision of all outstanding invoices and cost documentation,
- Restoration of functional, login-independent appeal channels.
- Immediate initiation of the appeal process for the suspended Facebook accounts.
- Based on the European Commission’s assessment of the proportionality of Meta’s decision to suspend the accounts of the complainant, and having regard to the resulting commercial consequences for Lieto International — including the loss of access to 125,000 followers and the effective exclusion from the European market through the inability to use Meta’s platforms — the Commission should require Meta Platforms Ireland Limited to restore complainant’s access to Meta’s platforms and to compensate complainant for the operational losses and the impairment of brand value incurred as per Appendix 2.

4. Require Meta to implement DMA-compliant structural remedies, including:

- A secure, external data-access and export portal for suspended users,
- Transparent, manual appeal pathways not dependent on the functionality of the suspended account,

- Service-level obligations for the timely review of appeals.
-

7. Conclusion

Meta's conduct represents a sustained departure from the obligations imposed by the DMA and has caused significant and ongoing damage to the complainant's business. The complainant therefore requests urgent intervention by the European Commission to restore fairness, transparency, and legal compliance in accordance with Regulation (EU) 2022/1925.

The complainant stands ready to provide further evidence, participate in interviews, and cooperate fully with the Commission's investigation.

We shall ask the Commission to confirm the reception of this complaint within 15 days and provide information on the expected timeline and activities for the processing of the complaint.

Best Regards

Jens Christian Andersen

Founder & CEO

Lieto International
Svanelundsvej 4
9800 Hjørring
Denmark

Appendix 1- Chronology of events.

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 used the "Appeal" button in the Facebook app for Android and proceeded with required human face verification.

In this process, I clicked on "Appeal" again but received a technical error and was instructed to retry.

Upon clicking "Try again", the app displayed a message that my account was disabled permanently and that the decision was final.

Because of the error in the app, I was not given a chance to appeal as to what I understand is Meta's standard practice in cases where Meta by its own methods identifies a violations of the community standards and reacts to this as stated in Metas Terms of service on https://www.facebook.com/terms/?section_id=4 in section 4.2.

4.2 Account suspension or termination

We want Facebook to be a place where people feel welcome and safe to express themselves and share their thoughts and ideas.

If we determine that you have clearly, seriously or repeatedly breached our Terms or Policies as listed in Section 5, including in particular the [Community Standards](#) which set out in detail the content that is not allowed on Meta Company Products, we may suspend or permanently disable your access to Meta Company Products, and we may permanently disable or delete your account. We may also disable or delete your account if you repeatedly infringe other people's intellectual property rights or where we are required to do so for legal reasons. Learn more about how we deal with repeated violations of our content policies [here](#); and our Misuse Policy on frequent provision of manifestly illegal content is set out [here](#).

We may disable or delete your account if, after registration, your account is not confirmed, your account is unused and remains inactive for an extended period of time or if we detect that someone may have used it without your permission and we are unable to confirm your ownership of the account. [Learn more](#) about how we disable and delete accounts.

In general, we will notify you in advance and provide you with an opportunity to remedy the relevant breach or breaches. However, advanced notification and/or opportunity to remedy will not be provided if the seriousness of the breach requires immediate termination of your access to the Meta Company Products, or when it is impossible to remedy the breach. Where we disable or delete your account, we will also explain any options that you have to request a review, unless doing so may expose us or others to legal liability, harm our community of users, compromise or interfere with the integrity or operation of any of our services, systems or Products, where we are restricted due to technical limitations or where we are prohibited from doing so for legal reasons. Learn more about our Complaints Handling Process [here](#).

You can [learn more](#) about what you can do if your account has been disabled and how to contact us if you think that we have disabled your account by mistake.

If you delete or we disable or delete your account, and you stop accessing or using Facebook and the other Meta Products, or if this contract is otherwise terminated, then these Terms shall terminate as an agreement between you and us, except for the following provisions, which will remain in place: (3, 4.2-4.5).

Figure 1 Metas Terms of Service - Section 4.2

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](#)

Figure 2 Your account is disabled screenshot

It clearly states that I in the "Help Centre" I can submit more information. Following the link "Go to Help Centre" I do not have any possibility of submitting more information – as shown in below screenshot. As the account is disabled – the appeal option is only accessible if I can login. That option is not available to me as my Facebook account is suspended

My personal Facebook account is suspended or disabled

[Copy link](#)

The time period during which you can appeal suspension of an account varies by region.

We may **suspend** your Facebook account if we find that the account or activity on it may not follow our [Community Standards](#). You can **appeal the suspension within 180 days**. If you don't appeal the suspension after 180 days or if your appeal isn't successful, we'll permanently **disable** your account.

When an account is suspended or disabled, it's not visible to anyone and you can't use it.

You'll know if your account is suspended or disabled because you'll be informed in an email, and when you log in, you'll see **We've suspended your account** or **We've disabled your account**.

Appeal a suspension

To appeal a suspension, [log in to Facebook](#). You'll be prompted to appeal the suspension within 180 days.

If your account is disabled

If you don't appeal within 180 days or if your appeal isn't successful, your account will be permanently disabled. You may have the right to challenge our decision in court or refer our decision to a certified dispute settlement body.

Note: We may disable your account without suspending it first, such as in cases of severe or time-sensitive violations. Learn more about how we define severe violations from the [Community Standards](#).

Why your account might be suspended or disabled

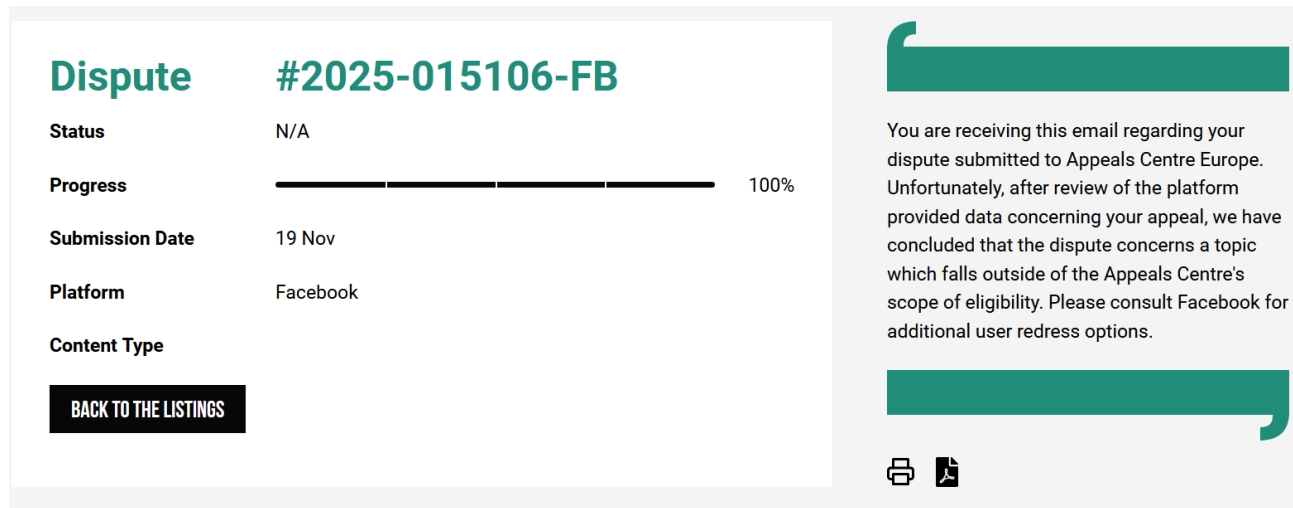
Some examples of why your account might be suspended or disabled include:

- Posting content that doesn't follow our [Community Standards](#)
- Misrepresenting your identity in order to mislead or deceive others, evade enforcement or violate our [Community Standards](#), including impersonating someone
- Contacting other people for the purpose of harassment, advertising, promoting or [other conduct that's not allowed](#).

Figure 3 Page shown when clicking on "Help center" in screenshot shown in figure 1.

Due to lack of information and redress options I raised a Dispute on November 19th with Appeal Center Europe (<https://www.appealscentre.eu/>).

I received an answer on January 8th 2026.



The screenshot shows an email interface for a dispute. On the left, there is a summary table with the following details:

Dispute	#2025-015106-FB
Status	N/A
Progress	100%
Submission Date	19 Nov
Platform	Facebook
Content Type	

Below the table is a button labeled "BACK TO THE LISTINGS".

On the right side of the email, there is a message in a green-bordered box:

You are receiving this email regarding your dispute submitted to Appeals Centre Europe. Unfortunately, after review of the platform provided data concerning your appeal, we have concluded that the dispute concerns a topic which falls outside of the Appeals Centre's scope of eligibility. Please consult Facebook for additional user redress options.

At the bottom right of the email, there are icons for printing and downloading the document.

Figure 4 Response to dispute from Appeal Centre Europe.

As the topic of the dispute apparently is outside the scope of eligibility of the Appeals Centre, no further action was taken. As they suggest I contact Facebook, I have send a message to the Appeal Centre for further contact options and asked them to disclose the topic of the dispute as this has not been revealed to me by Meta. As of today, I haven't received any response.

In a letter to Meta Platforms Ireland Limited of 22nd of November 2025 send by "recorded delivery" on 23rd of November 2025 and received by Meta on 1st of December 2025 I request the following,

- Immediate initiation of an appeal process, as the app prevented me from initiating one.
- Information on how to access the "submit more information" procedure that Meta claims is available.
- Confirmation that:
 - the appeal would be processed,
 - account data would not be deleted before the appeal concludes,
 - I can track the appeal process.
- Clarification of my rights as a Danish citizen and business owner to challenge Meta's decision in court or through certified dispute settlement bodies.
- Full documentation of:
 - alleged violations of community standards,
 - logs, IP addresses, timestamps, and content involved.

- Assurance that all data in both my personal and business accounts will remain recoverable until all my rights to challenge Metas decision, as stated in Metas terms of services, has been exempted.

With the suspension of my Facebook accounts on November 18th at 10.54 PM CET I lost access to Lieto Internationals Meta Ad Manager account with active ad campaigns. Consequently, Lieto International no longer have control over spendings accrued from that time and the history of tax invoices of the account.

In the letter of 22nd of November 2025 to Meta Platforms Ireland Limited I therefore request the following,

- Confirmation that no spending on ads after November 18th, 2025, 10.54 PM CET will be invoiced to Lieto International.
- That Meta provides detailed documentation and the timestamps of any cost incurred and invoiced to us in November 2025 to document this.
- Meta to make available all monthly tax invoices for the whole of 2025.

I have not received any answer to this letter as of today. I send by "recorded delivery" a follow up letter on 5th of January 2026 – which was received by Meta on 19th of January 2026. I have not received any answers to the follow up letter as of today.

The letters to Meta Platforms Ireland Limited are shown in Appendix 4.

Since 18th of November 2025 Facebook has tried to withdraw amounts from my credit card on 4 occasions. I have disputed these transactions on 12th of January 2026 and on 10th of February 2026 with the letters send to Meta as documentation. My bank refunded the amounts and have recommended me to block the credit card used, which have been done on 13th of February 2026.

januar 2026		
20 jan. 2026	FACEBK *WL8DQBD5Q2	-37,42
20 jan. 2026	FACEBK *SZ5TLDR4Q2	-3.215,17
december 2025		
31 dec. 2025	FACEBK *3KMA7AD5Q2	-1.231,79
november 2025		
30 nov. 2025	FACEBK *9QFWD855Q2	-1.337,35

Figure 5 List of Invoiced amounts

Meta Ads sent me two tax invoices on 9th of January 2026 and 9th of February 2026 with a total invoiced amount of 0.13 DKK. The invoices are shown in Appendix 3.

Lieto International have spent more than 10 years building up our Facebook pages and business and ad account with Meta. We would naturally seek to gain access back. On these Facebook pages we have more than 125.000 followers and the traffic from these pages and ads has in previous years accounted for 36% of our business.

We have therefore asked Meta in the letter of 22nd of November 2025,

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

We have, as mentioned before, not received any answer to our letters.

The total Loss and Harm to Lieto International is estimated at 447.000 EUR for a 10 year period due to the suspension of the Facebook accounts as documented in Appendix 2.

Appendix 2 — Quantification of Harm and potential losses

1. Overview of Methodology

This appendix quantifies the economic harm and potential losses suffered by Lieto International as a direct result of Meta’s disproportionate and unjustified suspension of the company’s accounts. The analysis follows standard competition-economics practice and quantification methods used in EU competition damage cases, including:

- **Lost traffic valuation** based on historical conversion value rates.
- **Brand value impairment** based on follower-asset valuation.
- **Operational interruption costing** based on historical KPIs.
- **Ad Market access foreclosure assessment** based on impact on revenue.

All estimates are conservative and based solely on data held by Lieto International, as we do not have access to performance data from Meta. Data is based on fiscal year 2024.

2. Revenue Loss Estimate (Organic Traffic)

In 2024 we had 106K visits from our Facebook pages (Organic traffic) according to Google Analytics. That constitutes 8,8% of traffic to our websites. In 2024 we had 2,2 million visits on our websites.

Based on historical performance from 2024:

- Average website-to-CPC conversion value: **€0.26**
- Average website-to-CPS conversion value: **€0.012**

Based on 106K visits attributed to Facebook pages.

Estimate Type	
Lost CPC revenue	€5321
Lost CPS revenue	€2182

Estimate Type	
Lost revenue (€) Annual impact	€7503

Total Annual lost organic traffic value:

€7503

3. Advertising Value Loss

Lieto International previously relied on Meta's advertising tools for:

- Campaigns
- Retargeting
- Audience lookalikes
- Pixel-based optimization

With the suspension:

- Existing ad audiences cannot be used
- Retargeting pixels no longer record events
- Historical ad optimizations are destroyed
- Advertising ROAS drops to 0

Estimated replacement cost

To rebuild audiences manually through alternative channels:

Component	Cost Estimate
Rebuilding ~125,000 followers via paid acquisition	€125,000
Rebuilding retargeting pixel (30–60 days)	€5,000
Re-establishing lookalike models and rebuild optimization	€4,500

Total advertising value loss:

€134.500

4. Operational Disruption Costs

Suspension causes measurable disruptions:

Cost Type	Description	Cost
Staff time lost	Staff hours spent attempting reinstatement, communication, troubleshooting	€300 per month

Total estimate of operational disruption losses per year:

€3600

5. Brand Value Impairment

Follower base and reputation constitute **brand equity**, which is quantifiable.

Brand value is estimated using:

- **Follower-based asset valuation** (industry standard: €0.25 per follower)

Lieto International have 125,000 followers on our Facebook pages.

Brand equity loss estimate:

€31,250

6. Meta Ads Market Access Exclusion

Due to the suspension, Lieto International cannot access:

- European consumer markets via Meta Ads
- Advertising channels essential for competitive parity
- Digital distribution routes used by competitors

This is **quantified as the revenue related to loss of Meta Ads attributed traffic (Paid traffic)**.

In 2024 our websites had 619K visits attributed to Meta Ads.

Based on historical performance from 2024:

- Average website-to-CPC conversion value: **€0.26**
- Average website-to-CPS conversion value: **€0.012**

Based on 619K visits attributed to Meta Ads.

Estimate Type	
Lost CPC Income	€18000
Lost CPS Income	€7382
Meta Ads cost	€8297
Lost revenue Annual impact	€17085

Total Annual lost Meta Ads traffic value:

€17085

7. Consolidated Harm and potential losses Summary

Category	Low Estimate
Lost revenue organic traffic	€7503 / year
Advertising value loss (one-off)	€134,500
Operational disruption	€3600 / year
Brand value impairment (one-off)	€26,000
Meta Ads Market access exclusion	€17084 / year

Total estimated harm (10 years):

€447636

8. Conclusion

The quantification demonstrates that:

- The suspension has **significant immediate monetary impact** for Lieto International.

- Harm is **direct, measurable**, and **causally linked** to Meta's conduct.
- Effects are **foreclosing** in nature, preventing normal participation in the European market.
- Damages escalate **each month** the suspension remains in effect.

This supports the request for:

- **Urgent interim measures**, and
 - **Compensatory remedies** under relevant DMA obligations.
-

Appendix 3 – Invoices send by Meta



SELF BILLING INVOICE

Supplier:

Jens Christian Andersen
Svanelundsvej 4
Hjørring, North Denmark Region 9800, Denmark
DK30337867

SELF BILLING INVOICE:232024081**Customer:**

Meta Platforms Ireland Ltd.
Merrion Road
Dublin 4
D04 X2K5, Ireland
IE9692928F

SELF BILLING INVOICE Date: 12/31/2025**Account :** 9918243021621702**Payout Cycle :** 12/01/2025 - 12/31/2025**Page :** 1 of 1

Payout Reference #	Description	Amount
25494555090230572	PBP - [12/01/2025 - 12/31/2025] - [Last Minute Charter Norge]	0.01
25539490489070367	PBP - [12/01/2025 - 12/31/2025] - [Last Minute Charter Sverige]	0.01
25559974297021985	PBP - [12/01/2025 - 12/31/2025] - [Last Minute Charter Danmark]	0.11

VAT Amount in EUR:0.00

	Subtotal:	0.13
	VAT @ 0 %:	0.00
	SELF BILLING INVOICETotal:	0.13
	Currency:	USD

Contact: ap-audnet@fb.com

Not subject to VAT. In accordance with Article 196 of Council Directive 2006/112/EC, customer may be obliged to self-account for VAT(reverse charge).



SELF BILLING INVOICE

Supplier:

Jens Christian Andersen
Svanelundsvej 4
Hjørring, North Denmark Region 9800, Denmark
DK30337867

SELF BILLING INVOICE:246679447**Customer:**

Meta Platforms Ireland Ltd.
Merion Road
Dublin 4
D04 X2K5, Ireland
IE9692928F

SELF BILLING INVOICE Date: 01/31/2026
Account : 9918243021621702
Payout Cycle : 01/01/2026 - 01/31/2026
Page : 1 of 1

Payout Reference #	Description	Amount
25703459662673 443	PBP - [01/01/2026 - 01/31/2026] - [Last Minute Charter Denmark]	0.02

VAT Amount in EUR:0.00

	Subtotal:	0.02
	VAT @ 0 %:	0.00
	SELF BILLING INVOICETotal:	0.02
	Currency:	USD

Contact: ap-audnet@fb.com

Not subject to VAT. In accordance with Article 196 of Council Directive 2006/112/EC, customer may be obliged to self-account for VAT(reverse charge).

Appendix 4 – Formal communication with Meta

Documentation of sending and receiving letters with “recorded delivery”.

PAKKESHOP KVICKLY (SSID:DK9802)

Østergade 30

DK-9800 HJØRRING

Din ordre #SREP7CS7SGUARSCI 2025-11-23 10:36:28

Forsendelser

Produkt	Afsender	Modtager	Pris ialt ekskl. moms	Moms	Pris
Rekommanderet Brev - 100 g Rek	Lieto international Svanelundsvej 4 9800 Hjørring jens@lieto.dk	Meta Platforms Ireland Limited Merion Road D04X2K5 Dublin Ireland	170,00 DKK	0,00 DKK	170,00 DKK

Forsendelsesnummer: RR192012138DK











Total Momsfri :	170,00 DKK
Total Momspåligtig :	0,00 DKK
Total ekskl. moms :	170,00 DKK
Moms (25%) :	0,00 DKK
Total :	170,00 DKK

Dette er en ordrespecifikation, ikke en kvittering for køb eller dokumentation for afsendelse.
 Henvendelser kan rettes til PostNord på 7070 7030 eller på <https://postnord.dk/kundeservice>.

Med Online Porto eller Postnord app kan du købe fragt online. Posthusene kan printe dine labels eller du kan bruge din egen printer og derefter aflevere pakken på et valgfrit posthus.
<https://portal.postnord.com/onlineporto/>

Med venlig hilsen Post Danmark A/S CVR: 26663903
 PostNord
 Hedegaardsvej 88
 2300 København S

Delivery Route

-  1 Dec, 09:06 IE
 The shipment item has been delivered.
-  1 Dec, 06:15 IE
 The shipment item has arrived at the distribution terminal.
-  29 Nov, 00:08 IE
 The shipment item is under transportation.
-  29 Nov, 00:06 IE
 The shipment item has arrived at the country of destination.
-  **Internationalt Postcenter**
 25 Nov, 04:27
 The shipment item has left the country of the sender.
-  **Internationalt Postcenter**
 25 Nov, 04:27
 The shipment item is under transportation.
-  **Terminal Taastrup**
 25 Nov, 01:32 DK
 The shipment item is under transportation.
-  **AALBORG DEPOT**
 24 Nov, 19:29 DK
 The shipment item is under transportation.
-  **PAKKESHOP KVICKLY**
 23 Nov, 10:37 DK
 The shipment item has been dropped off by sender.
-  **PostNord**
 23 Nov, 10:30
 We have received a notification from your shipper that they are preparing an item for you. The tracking information will be updated when the parcel is handed over to PostNord.

Kvittering

Kvitteringsnummer:
63907299

Referencenummer:
161676976TV9IC

Transaktionsdato:
5. januar 2026 kl. 17:20

Betalingsmetode:
Mobile Pay
Autorisationskode:
000161676976-161676976TV9IC



Udskriv dine labels en i
PostNord Pakkeshop via
QR-koden

Din ordre: #SBPQ59BZGPPMQXE1

Service	Forsendelsesnr	Vægt	Antal	Momsbeløb	Pris (inkl. moms)
Rekommanderet	RR231233399DK	2 kg	1	0,00 kr.	175,00 kr.

Afsender: LIETO International, Svanelundsvej 4, 9800, Hjørring, Danmark, jens@lieto.dk
Modtager: Metal Platforms Ireland Limited, Merrion Road, D04X2K5, Dublin, Irland

Momsbeløb: 0,00 kr.
Total (ekskl. moms): 175,00 kr.
Total (inkl. moms): 175,00 kr.

Følg din forsendelse

- 19. jan., 08:50 IE
 Forsendelsen er udleveret.
- 19. jan., 06:50 IE
 Forsendelsen er ankommet til distributionsterminalen.
- 17. jan., 01:43 IE
 Forsendelsen er på vej.
- 17. jan., 01:41 IE
 Forsendelsen er ankommet til modtagerlandet.
- Internationalt Postcenter**
 14. jan., 04:33
 Forsendelsen har forladt afsenderlandet.
- Internationalt Postcenter**
 14. jan., 04:33
 Forsendelsen behandles på vores sorteringscenter.
- TAULOV TERMINAL**
 11. jan., 19:45 DK
 Forsendelsen behandles på vores sorteringscenter.
- AALBORG TERMINAL**
 9. jan., 20:01 DK
 Forsendelsen behandles på vores sorteringscenter.
- PAKKESHOP KVICKLY**
 5. jan., 17:23 DK
 Forsendelsen blev indleveret efter seneste indleveringstidspunkt.
- PostNord**
 5. jan., 17:18
 Afsenderen har informeret os om, at en pakke er på vej til dig. Du kan begynde at følge pakken, så snart vi har modtaget den.

Letters to Meta.

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.

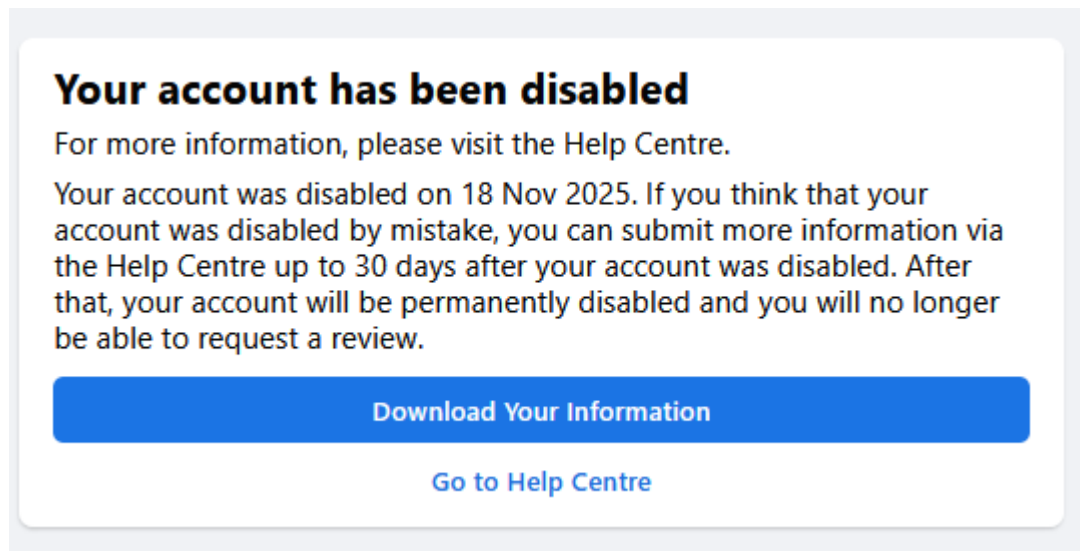
I shall therefore ask Meta to initiate an appeal process immediately as this was not possible due to technical negligence by Meta and Meta did not "exercise professional diligence" in this matter.

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.



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

Svanelundsvej 4
9800 Hjørring
Danmark

Meta Platforms Ireland Limited
Merrion Road
Dublin 4
D04 X2K5
Ireland

ATT : LEGAL DEPARTMENT

Hjørring, January 5th, 2026

COMPLAINT FOLLOW UP

I am writing to you as a follow-up to my complaint of 22nd of November 2025. This complaint was received and signed for by Meta Platforms Ireland Limited on 1st of December 2025.

You haven't responded to my complaint as of today.

I am therefore again going to ask you to respond.

I will point out that in the complaint of 22nd of November 2025 I request insight into the information you process about me as per Article 15 of the GDPR regulation 2016/679. As per article 12 of regulation 2016/679 you shall within one month provide information on actions taken. You have failed to do so, and my next step is to send a formal complaint to The Danish Data Protection Agency ("Datatilsynet") on your non-compliance with regulation 2016/679 of the European Union.

As for the other requests in the complaint of 22nd of November 2025 your lack of response means I have no other option than to send a formal complaint to the Danish Competition and Consumer Authority ("Konkurrence og Forbrugerstyrelsen") and the European Commission. In my complaint I will argue that Meta Platforms Limited is in non-compliance with Article 6(12) and the purpose of recital 42 of the DMA Regulation (2022/1925) and request that a market investigation be carried out pursuant to Article 18 into whether there is a systematic non-compliance with the DMA Regulation (2022/1925) when business users accounts are closed unjustified and therefore excluded from Meta's platform services.

We are ready to take Meta Platforms Ireland Limited to court to seek compensation for any commercial and brand value loss due to Metas negligence, misinformation, unwarranted decisions, the exercise of non-professional diligence and non-compliance with regulation 2016/679 and regulation 2022/1195 of the European Union.

To expedite this matter, I strongly urge you to communicate with us by 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

Svanelundsvej 4

9800 Hjørring

Danmark