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My ref: 2026-JW-COM-9191
Your ref: 27739943

Wednesday, 11 March 2026

Executive Complaints Team
EE Limited
1 Braham Street
London
E1 8EE

Delivered by email: customer.complaints@ee.co.uk

Dear Sir/Madam,

Re: FINAL NOTICE - Continuing Breach of UK GDPR - Material SAR Deficiencies - Immediate Compliance Required - BAN 225386871 / Order xko299591893

I refer to my Subject Access Request submitted on 26 November 2025 (BAN 225386871 / Order xko299591893), the incompleteness letter dated 13 February 2026, and the additional disclosure received 10 March 2026.

I will be direct. EE has now had four months to comply with a straightforward legal obligation. It has not done so. That ends now.

1. Additional Disclosure Received - Still Incomplete

I have reviewed the additional material provided 10 March 2026 in full. It does not contain the outstanding categories identified in my letter of 13 February 2026. It does not contain the primary records that would evidence the circumstances of the cancellation of a signed, regulated credit agreement. It is not sufficient and it is not acceptable.

The SAR remains in material breach. EE remains in continuing violation of Articles 12 and 15 UK GDPR.

2. What is Missing - and EE Knows It

The following categories of personal data have not been provided in any disclosure to date and must be produced immediately:

(a) The full system audit trail for order xko299591893 - every system-generated and manual log entry, every status change, every timestamp, and every cancellation reason code from placement to cancellation.

(b) All credit and eligibility decisioning outputs, reason codes, risk flags, and internal decision review notes associated with BAN 225386871 and order xko299591893 -

including the DCT decisioning output dated 23 July 2025 and all subsequent eligibility processing steps.

(c) All internal communications between Credit Referrals, Offline Order Processing, Sales, and Executive Complaints relating to the cancellation of order xko299591893 - including but not limited to the exchange involving Lee Fairlamb on 25 July 2025.

These are not minor or peripheral records. They are the central evidence in a live dispute involving a signed Consumer Credit Act 1974 agreement, an ICO complaint, a Financial Ombudsman Service Final Decision, and prospective county court proceedings. EE is well aware of their significance. Their continued absence from disclosure is not an oversight. It will be treated accordingly.

3. DISP Obligations - EE Must Respond

EE is a regulated UK registered business subject to the Financial Conduct Authority's Dispute Resolution sourcebook (DISP). Under DISP 1.6, EE is under a statutory obligation to respond to a new formal complaint - complaint ref 2026-JW-COM-9191, submitted 09 March 2026 - within eight weeks of receipt, providing a response that is reasoned, justified, and addresses the substance of every point raised.

A verbal statement by a member of staff that EE will not engage does not discharge that obligation. It is a regulatory requirement. EE's failure to provide a substantive and justified response to complaint ref 2026-JW-COM-9191 by 23 March 2026 will be reported to the Financial Conduct Authority as a breach of DISP without further notice.

A dismissal is not a response. A justified, reasoned, and substantive answer is required.

4. Non-Negotiable Deadline

EE must comply in full by 23 March 2026 - not as a courtesy, but as a legal obligation that is already overdue.

For every category of data not disclosed, EE must state in writing, by the same deadline, whether that data:

- is disclosed herewith;
- is not held by EE; or
- is withheld - in which case EE must identify the precise statutory exemption relied upon under the UK GDPR or the Data Protection Act 2018, with sufficient particularity for that exemption to be challenged.

Generic or blanket exemption claims will not be accepted.

5. Consequences of Further Non-Compliance

5.1

EE is in continuing breach of Articles 12 and 15 UK GDPR. The extended deadline of 26 February 2026 has expired. An ICO complaint was submitted on 06 March 2026 and remains live. EE should expect the ICO to contact it imminently.

5.2

Any further attempt to treat this matter as a new SAR - thereby resetting the compliance clock on an obligation that is already four months overdue - will be reported to the ICO as deliberate procedural obstruction and to the Financial Conduct Authority as a breach of EE's regulatory obligations under DISP and PRIN without further notice.

5.3

Failure to comply with every outstanding category by 23 March 2026, without a valid and particularised statutory exemption, will result in the immediate commencement of county court proceedings against EE Limited for breach of the Fixed Sum Loan Agreement dated 23 July 2025, breach of the Consumer Credit Act 1974, and breach of Articles 12 and 15 UK GDPR. Those proceedings will include an application for court-ordered disclosure of the order audit trail for xko299591893 - the very records EE has refused to produce voluntarily for four months.

5.4

EE's conduct throughout this matter - including the deliberate non-engagement with three separate follow-up communications, the attempted reset of the SAR compliance clock, and the continued withholding of the primary evidential records in a live dispute - will be placed before the court in its entirety. It will speak for itself.

5.5

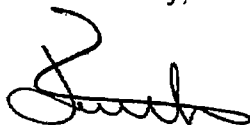
I require EE to identify by return the named Data Protection Officer or senior SAR contact who will take personal and individual responsibility for compliance with this notice. A team response is not sufficient. A named individual is required.

This letter is written without prejudice to all rights and remedies available to me.

There will be no further notices. 23 March 2026 is the deadline.

Compliance is required in full.

Yours faithfully,



Jack Whittle