

## Whittle, Jack

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**From:** Whittle, Jack <jackwhittle@zoho.com>  
**Sent:** 26 February 2026 17:11  
**To:** cpo@bt.com  
**Subject:** Fw: DSAR ref: P2D6DYADY5 - Incomplete DSAR response - BAN 225386871/Order xko299591893 (SAR dated 26/11/2025)  
**Attachments:** DSAR\_FollowUp\_BAN225386871\_XKO299591893\_13-02-2026.pdf  
**Importance:** High

Dear Data Protection Officer,

The extended deadline of 26 February 2026 notified under Article 12(3) UK GDPR has now expired. I have not received a complete response to my Subject Access Request dated 26 November 2025, nor the outstanding information identified in my follow-up correspondence of 13 February 2026 (acknowledged by read receipt at 10:33 on the same date).

In the absence of immediate confirmation of full compliance, I will now proceed to refer the matter to the Information Commissioner's Office.

Please confirm, by return, whether EE considers its obligations under Articles 12 and 15 UK GDPR to have been discharged.

Regards,

**Jack Whittle**

📞 07377 077930  
🌐 jackwhittle.co.uk

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**From:** "Whittle, Jack" <jackwhittle@zoho.com>  
**Date:** 13 February 2026 09:45:00  
**To:** "cpo@bt.com" <cpo@bt.com>  
**Subject:** DSAR ref: P2D6DYADY5 - Incomplete DSAR response - BAN 225386871/Order xko299591893 (SAR dated 26/11/2025)

Dear Data Protection Officer,

I refer to your response to my subject access request dated 26 November 2025. Having reviewed the disclosure provided, I consider your response to be incomplete and not compliant with the UK GDPR (including Articles 12 and 15).

I attach my letter setting out, in detail, the categories of personal data and information which remain outstanding and the clarifications required (including confirmation of any data said to be not held or withheld, together with the legal basis relied upon).


Please provide your complete response without undue delay and, in any event, by 26 February 2026 (the extended deadline previously notified under Article 12(3) UK GDPR), or within 14 days of this email, whichever is sooner.

The outstanding material is relevant to my ongoing complaint with the Financial Ombudsman Service (PNX-5712039-X0S5) and related regulatory issues.

In the event that a complete response is not received by the above deadline, I reserve the right to refer the matter to the Information Commissioner's Office without further notice.

Regards,

**Jack Whittle**

 07377 077930

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## Whittle, Jack

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**From:** bdatadisclosures@bt.com  
**To:** jackwhittle@zoho.com  
**Sent:** 02 March 2026 10:07  
**Subject:** Not read: Fw: DSAR ref: P2D6DYADY5 - Incomplete DSAR response - BAN 225386871/Order xko299591893 (SAR dated 26/11/2025)

### Your message

To: bdatadisclosures  
Subject: Fw: DSAR ref: P2D6DYADY5 - Incomplete DSAR response - BAN 225386871/Order xko299591893 (SAR dated 26/11/2025)  
Sent: Monday, March 2, 2026 10:00:00 AM (UTC+00:00) Dublin, Edinburgh, Lisbon, London

was deleted without being read on Monday, March 2, 2026 10:07:19 AM (UTC+00:00) Dublin, Edinburgh, Lisbon, London.

## Whittle, Jack

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**From:** cpo@bt.com  
**To:** jackwhittle@zoho.com  
**Sent:** 02 March 2026 10:31  
**Subject:** Read: DSAR ref: P2D6DYADY5 - Incomplete DSAR response - BAN 225386871/Order xko299591893 (SAR dated 26/11/2025)

Your message

To: CPO  
Subject: Fw: DSAR ref: P2D6DYADY5 - Incomplete DSAR response - BAN 225386871/Order xko299591893 (SAR dated 26/11/2025)  
Sent: Monday, March 2, 2026 10:00:00 AM (UTC+00:00) Dublin, Edinburgh, Lisbon, London  
was read on Monday, March 2, 2026 10:31:10 AM (UTC+00:00) Dublin, Edinburgh, Lisbon, London.