



Susan Ndinga &lt;susan\_ndinga@shshumanfirst.com&gt;

**Login Not working [Incident: 250731-000556]**

1 message

**Lottoland Customer Support** <support@lottoland.co.uk>  
Reply-To: Lottoland Customer Support <support@lottoland.co.uk>  
To: susan\_ndinga@shshumanfirst.com

Thu, Sep 4, 2025 at 12:12 PM

[WEBSITE](#) [CONTACT](#)

REFERENCE NUMBER: 250731-000556

Subject: Login Not working

Response By E-mail (04/09/2025 12:12)

Dear Susan,

Complaint Reference: [250731-000556](#).

Following your previous correspondence with my colleague, I have now fully investigated your complaint and I a

Complaint Summary

You claim there was missing transactions on a data subject access document you received on the 07/08/2025,

Outcome Requested

You kindly request an explanation for this.

Lottoland's Investigation

On the 21/08/2025, you contacted us via email stating that you were missing transactions on a data subject acc  
02:42am.

On the 22/08/2025, your complaint was duly acknowledged by our Customer Support Team.

On the 22/08/2025, our Customer Support Team kindly advised that you received the data subject access requ

On the 27/08/2025, you maintained that data was missing from the document you received on the 07/08/2025.

On the 27/08/2025, your complaint was raised to a Team Leader or in their absence a supervisor for further revi

Lottoland's decision

Though we fully understand your frustration in this matter and the time this has taken to resolve with which we a  
side, you received all date held including all transactions made.Furthermore, we would like to refer you to the Terms and Conditions on the site which can be found here [https://](https://www.lottoland.co.uk/terms-and-conditions)

2.1 This User Agreement and the documents referred to in it (together, referred to as the "**Terms and Conditic**  
Please read the Terms and Conditions carefully before you start to use the Website, along with our [Privacy Poli](#)  
Conditions and that you agree to abide by them. At this point a legally binding agreement on the Terms and Cor

Additionally, the following information which can be found here <https://www.lottoland.co.uk/privacy>.

11.4

### 1. Right to information

1. You have a right to be informed about the processing of your Personal Data (and if you did not give information).
2. Your right to information is limited in certain cases, and the requirements to give information do not apply if:
  - a. the provision of information to you proves impossible or would require disproportionate effort to protect your rights as a Data Subject, your freedoms and your legitimate interests, including by
  - b. obtaining information or disclosure is expressly laid down by Gibraltar law which we are subject to
  - c. the personal data must remain confidential subject to an obligation of professional secrecy regulation
  - d. you already have the information.

### Right to request access

2. You also have a right to access information we hold about you (commonly known as a "data subject access request"), providing that doing so does not affect the rights of others or reveal their personal data (unless that would require disproportionate effort), and a copy of your Personal Data, and certain supplementary information, most of which is already contained in our records.

Next steps should you remain dissatisfied

We have made every effort to ensure your complaint has been dealt with fairly, however if you remain dissatisfied with our response, please provide any further evidence you wish to provide. We will then escalate your complaint to our Senior Management team for consideration.

This complaint process, including any internal escalation, will take no longer than eight weeks from the date this complaint is received.

For more information on our Complaints process, please refer to our Complaints procedure directly available through our website.

With kind regards,

Lottoland

Please gamble responsibly! [Lottoland Safer Gambling](#)

Information included in this email is classified as RESTRICTED

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Subject: Login Not working

Customer By Service Email (03/09/2025 09:39)

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Good morning, I must also add all of this is now part of my life's documentary and with it also the negligence of Lottoland has shown many flaws and legal discrepancies.

Real knows real and corrupted knows corrupted, that's why they've been sending me emails like the one below

The level of ignorance, oversight, low quality and allowance to criminality that navigates your industry consider and transparency down. You do not deserve to call yourselves investigators if you're lazy with your investigator case in the first place.

The issue is always from the top down and, so companies like Lottoland don't really take their contributions to society seriously, instead you're only assertive when it comes to your ignorant laziness.

You all deserve to be put on the cross, and you found your match in me.

Good luck to all!

Susan Ndinga Wright

[shshumanfirst.wordpress.com](https://shshumanfirst.wordpress.com)

On Wed, Sep 3, 2025 at 9:11 AM Susan Ndinga <[susan\\_ndinga@shshumanfirst.com](mailto:susan_ndinga@shshumanfirst.com)> wrote:

Good morning Team,

As I haven't heard any updates in regards to this case, nor updates on your own internal investigations, I'm le the circumstances being favourable to you, in this case having 2 accounts.

You have purposefully hidden and deleted a whole hour of bets from my transactions and claimed them to be universes, the pictures speak for themselves. Metaphysics is real, so you can give me that win, as part of my

You've continuously neglected addressing the issue, hiding behind pleasantries of "We've done everything in

You have not provided any solution to the matter, and neither to the illusions you happily created, thinking I'd repeat myself again, I am here to bring justice, that's what I've been doing for 26 years, and I won't stop here

You thought I'd be someone who would miss important details, when I live for the details, you cannot have me solving it yourselves, so your company will have to pay for you and possibly remove you, but that's their choic

I personally would fire the whole team, who's worked on this, as they lacked integrity and honour. But I can ur the company that must go. And fortunately all the choices that have been made, have been sighted by somec loudly.

Some issue gathered from this one month alone of communication:

1. You don't have a unified way to track tickets
2. You don't have a dashboard to add notes on a specific account
3. You have hired people not responsible enough to do the admin work, which has created per example th of August and not the 21st, when the recall was made.
4. You've doctored legal document & lied about the authenticity of its contents via email
5. Everything we do now is tracked in the blockchain, so every movement you've done on your end towarc
6. Staff that doesn't care about customer service, but a paycheck
7. Team leaders who aren't present, nor house leadership, authority and ingenious skills to deal with matte
8. And I could keep going, but you know the rest.

Please let this be the last time we interact. This is my final request, to be sent the full transactions, and wins t they will make sure situations like this don't happen again and the processes you're considering adding in orc

I'm not willing to let the company go, off of individual mistakes, because the company is just as much as acco

The C-Suite makes the decisions and they should be accountable to the repercussions of their decisions.

Have a beautiful Wednesday and may the odds be forever in your favour. *[Though they aren't here, we'll echo your pleasantries st*



**Lottoland.co.uk** <notifications@lottoland.co.uk>

to me ▾



## Fingers c

Great news, Susan - your

Once the draw has taken place, you wil

On Thu, Aug 28, 2025 at 7:39 AM Susan Ndinga <susan\_ndinga@shshumanfirst.com> wrote:  
[shshumanfirst.wordpress.com](https://shshumanfirst.wordpress.com)

On Thu, Aug 28, 2025 at 7:38 AM Susan Ndinga <susan\_ndinga@shshumanfirst.com> wrote:  
This is the type of work I'm doing this for.

Might add more later. Ingenious and cunning, I know.

You can read the final one at 11:11 on [shshumanfirst.com](https://shshumanfirst.com)

On Wed, Aug 27, 2025 at 9:38 PM Susan Ndinga <susan\_ndinga@shshumanfirst.com> wrote:  
Hi Patrik,

One last thing.

As I have been using all my resources to work on this case in the background, I'm not able to pay for n mental agony, as this case has taken way longer than it needed to be and the amount of issues that ke

I strongly believe the one hour was erased for wins it included, as the resilience to cover it up without a similar situations of closed accounts or double accounts.

This won't be hard to prove if anyone else has gone through this experience prior to me, so I hope this

If this email bounces back, please send any follow ups to [susanndinga18@gmail.com](mailto:susanndinga18@gmail.com) as Cc'd.

On Wed, 27 Aug 2025, 9:29 pm Susan Ndinga, <susan\_ndinga@shshumanfirst.com> wrote:  
FYI: Check the document below.

I can tell there's no tracks of this conversation under your sight, so I'm going to give you an advanta

Lack of team communication, tracked complaints, compliance, discrepancies.

The list goes on and I'm tired of doing your job for you. This is my last one.

Good night

On Wed, 27 Aug 2025, 9:22 pm Lottoland Customer Support, <[support@lottoland.co.uk](mailto:support@lottoland.co.uk)> wrote:

[Lottoland.co.uk](https://lottoland.co.uk)

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Contact us via E-mail: [support@lottoland.co.uk](mailto:support@lottoland.co.uk)