



Your appeal to Wolt

Wolt, decision of 3 October 2026. Case APPEALMYGIG-SAMPLE.

In this pack

- Letter 1: a review request to Wolt, asking a person to look at the decision again
- Letter 2: a request for your data and how the decision was made
- Letter 3: a follow-up, if they give no real answer
- Letter 4: a complaint to the Office of the Data Protection Ombudsman (Tietosuojavaltuutetun toimisto), if they miss the dates

You send the letters yourself, from the email address on your account. That way the app sees the request comes from you, and you keep every answer.

How to send

- 1 Read letters 1 and 2. Change anything that is not right.
- 2 ...

Your dates

WHAT	DATE	WHY
Send letters 1 and 2	...	...
Send letter 3 if there is no real answer	...	...
Latest date for an answer	...	...
Latest date for your data	...	...
Send letter 4 if they miss the dates	...	...

Your strong points

- Wolt gave only a general reason.
- ...

When they answer

- Account back, or pay sent: keep the message.
- ...

Refund: if you send letters 1 and 2 within 14 days and Wolt answers neither within 30 days, send us a copy of what you sent and we refund the full price. See our refund policy.

Letter 1: review request

Send today, to the app's support.

To	Wolt, support and data protection team
Date	25 October 2026
Subject	...

My name is Sample Courier. My account is sample@example.com.

...

Kind regards,

Sample Courier

Appeal My Gig is a document service, not a law firm. These are standard texts filled in with your answers. They are not legal advice.

Sample, shortened. In your pack this part is written out in full from your answers.

SAMPLE

Letter 2: data request

Send today, to the app's data protection contact.

To	Wolt, Data Protection Officer
Date	25 October 2026
Subject	...

My name is Sample Courier. My account is sample@example.com.

...

Kind regards,

Sample Courier

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SAMPLE

Letter 3: follow-up

Only if there is no real answer by the date on it.

To	Wolt, support and Data Protection Officer
Date	8 November 2026
Subject	...

On 25 October 2026 I asked for a review by a person of your decision of 3 October 2026, and for access to my personal data. I have not received a real answer.

...

Kind regards,

Sample Courier

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SAMPLE

Letter 4: complaint to the authority

Only if the app misses the dates. Use the authority's own complaint form and paste this in.

To	Office of the Data Protection Ombudsman (Tietosuojavaltuutetun toimisto)
Subject	...
Name	Sample Courier
Account email or ID	sample@example.com
Email	sample@example.com

On 3 October 2026 Wolt closed my account. I believe the decision was automated.

...

Attached: my requests, my follow-up, and any replies I received.

Sample Courier

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SAMPLE