
Thank you for contacting the OAIC

From OAIC - OAIC Intake <OAICIntake@oaic.gov.au>

Date Wed 2026-08-05 7:09 AM

To Soul Legion <legionkillfeed@outlook.com>

 1 attachment (993 bytes)

image002.jpg;

Thanks for contacting the OAIC Intake and Triage team. Your correspondence has been received and will be added to your record.

Please note that no separate acknowledgement of your email will be sent.

The Intake and Triage Team will be in contact with you as soon as possible.

Thanks

 OAIC

Intake and Triage Team
Intake and Eligibility Branch
Office of the Australian Information Commissioner
Melbourne | GPO Box 5288 Sydney NSW 2001
P 1300 363 992 **E** oaicintake@oaic.gov.au

The OAIC acknowledges Traditional Custodians of Country across Australia and their continuing connection to land, waters and communities. We pay our respect to First Nations people, cultures and Elders past and present.

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Notice:

The information contained in this email message and any attached files may be confidential information, and may also be the subject of legal professional privilege. If you are not the intended recipient any use, disclosure or copying of this email is unauthorised. If you received this email in error, please notify the sender by contacting the department's switchboard on 1300 488 064 during business hours (8:30am - 5pm Canberra time) and delete all copies of this transmission together with any attachments.

Trustpilot Adverse Action while ignoring legal requests - CP26/03054 [SEC=OFFICIAL] Fw: SARS Request

From Soul Legion <legionkillfeed@outlook.com>
Date Wed 2026-08-05 7:07 AM
To OAIC - OAIC Intake <oaicintake@oaic.gov.au>
Cc revenuetechology+ceur@trustpilot.com <revenuetechology+ceur@trustpilot.com>; Trust Support <trust.operations@trustpilot.com>

 5 attachments (886 KB)

SAR Document Summary.pdf; legionkillfeed@outlook.com F1.pdf; legionkillfeed@outlook.com A Files.zip; legionkillfeed@outlook.com C1.pdf; legionkillfeed@outlook.com F2.pdf;

Dear OAIC,

Re: CP26/03054

I am writing to provide a significant update and further evidence for my existing privacy complaint against Trustpilot.

Please add the forwarded correspondence below to complaint CP26/03054.

Since I lodged the complaint, Trustpilot has purported to respond to my subject access request. Its response of 30 July 2026 has not resolved the complaint and, in several respects, has confirmed or further demonstrated the concerns I raised.

Most significantly, Trustpilot expressly states that its search for my personal information was conducted using only:

“the email address from which you contacted us.”

That search was substantially narrower than my request. My request covered personal information associated with me, my name and aliases, my sole-trader business, Legion Killfeed, killfeed.co, my ABN, the Trustpilot business profile and account, linked accounts, verification records, business identifiers, enforcement records, internal classifications and other identifiers already known to Trustpilot.

The disclosure also appears to omit important records concerning actions Trustpilot took shortly before providing its response, including its monitoring of my website, a cease-and-desist notice, Consumer Warning, profile restrictions, alleged misuse classifications, account restrictions and its 30 July “Continued Breach” decision.

I have therefore challenged the completeness of the response and asked Trustpilot to conduct a supplementary search.

There are also unresolved issues concerning:

- my repeated requests for erasure and complete disassociation from Trustpilot;
- my request to restrict disputed processing pending resolution;
- correction of inaccurate personal information, including Trustpilot recording my country as the United States despite me being an Australian resident and operating an Australian sole-trader business;
- my objection to continued processing;
- undisclosed internal enforcement, monitoring and decision-making records;
- Google and identity-verification information;
- invitation processing involving my email address;
- automated or inferred classifications concerning me;
- recipients and distribution of my personal information;
- continued publication and processing despite my objections; and
- the absence of an individual, reasoned decision addressing my requests for rectification, erasure, restriction and objection.

Trustpilot’s response does not state whether those requests have actually been accepted or refused, nor does it identify the specific basis relied upon for continuing each disputed processing activity.

I have now made thirty clear demands for deletion of the killfeed.co Trustpilot profile and disassociation of Trustpilot from me and Legion Killfeed.

For clarity, I am not asking Trustpilot to destroy evidence relevant to these proceedings. I have expressly requested preservation of records required for regulatory or legal purposes while objecting to their continued public use, publication and distribution.

The forwarded email also explains deficiencies I identified in Trustpilot’s disclosure in considerably greater detail, including the apparent date gaps and categories of missing information.

I appreciate that the OAIC has advised that complaints cannot always be allocated immediately. However, I ask that this correspondence and the forwarded evidence be retained as part of CP26/03054 and considered when the matter is assessed or allocated.

The matter remains unresolved. I continue to pursue it directly with Trustpilot as recommended in the OAIC’s acknowledgement, but those attempts have not produced resolution.

Please also note that Trustpilot’s conduct and processing have continued to evolve since my original complaint, so the forwarded correspondence should be treated as an update to the existing complaint rather than a separate complaint.

Please confirm that this material has been added to CP26/03054.

Kind regards,

Anthony “Soul” Brodie
Trading as Legion Killfeed
ABN 28 387 377 607
New South Wales, Australia

*** > Prison > killfeed.co



Visit website

Warning

killfeed.co

This company's rating is unavailable due to a breach of our [guidelines](#).

Prison

Write a review

Breach of guidelines

This company is displaying Trustpilot content in a misleading way.

We use technology to protect platform integrity, but we don't fact-check reviews

While we don't verify specific claims because reviewers' opinions are their own, we may label reviews as "Verified" when we can confirm a business interaction took place. [Read more](#)

To protect platform integrity, every review on our platform—verified or not—is screened by our 24/7 automated software. This technology is designed to identify and remove content that breaches our guidelines, including reviews that are not based on a genuine experience. We recognise we may not catch everything, and you can flag anything you think we may have missed. [Read more](#)

*** > Prison > killfeed.co



Visit website

Warning

killfeed.co

This company's rating is unavailable due to a breach of our [guidelines](#).

Prison

Write a review

Misleading content

This company is breaching our [Terms of Use](#) by displaying Trustpilot content in a way that could be misleading.

This could look like showing an inaccurate star rating in sales materials, displaying reviews they're not permitted to use on their site, and more.

While we don't verify specific claims because reviewers' opinions are their own, we may label reviews as "Verified" when we can confirm a business interaction took place. [Read more](#)

To protect platform integrity, every review on our platform—verified or not—is screened by our 24/7 automated software. This technology is designed to identify and remove content that breaches our guidelines, including reviews that are not based on a genuine experience. We recognise we may not catch everything, and you can flag anything you think we may have missed. [Read more](#)

From: Soul Legion <legionkillfeed@outlook.com>

Sent: Friday, July 31, 2026 3:04 AM

To: Trust Support <trust.operations@trustpilot.com>

Cc: Adrian Blair - Trustpilot <adrian.blair@trustpilot.com>; amk@trustpilot.com <amk@trustpilot.com>; carolyn.jameson@trustpilot.com <carolyn.jameson@trustpilot.com>; frci@trustpilot.com <frci@trustpilot.com>; gime@trustpilot.com <gime@trustpilot.com>; Info - Trustpilot <info@trustpilot.com>; investor.relations@trustpilot.com <investor.relations@trustpilot.com>; Jawayne <jap@trustpilot.com>; <jap@trustpilot.com>; kbea@trustpilot.com <kbea@trustpilot.com>; Partnerships - Trustpilot <partnerships@trustpilot.com>; Press - Trust Pilot <press@trustpilot.com>; Privacy - Trust Pilot <privacy@trustpilot.com>; publicaffairs@trustpilot.com <publicaffairs@trustpilot.com>; revenuetechology+ceur@trustpilot.com <revenuetechology+ceur@trustpilot.com>; sama@trustpilot.com <sama@trustpilot.com>; socialmedia@trustpilot.com <socialmedia@trustpilot.com>; Support <support@trustpilot.com> <support@trustpilot.com>; trustpilot@headlandconsultancy.com <trustpilot@headlandconsultancy.com>

Subject: Re: SARS Request [thread::T_W86eSqfYQqFeEKD5auFmA::]

Trustpilot Privacy Team,

I have reviewed your email dated 30 July 2026 and every file supplied with it.

I do not accept the package as a complete response to my subject access request received by Trustpilot on 11 July 2026.

Your response also does not determine or substantively answer my requests under Articles 16, 17, 18 and 21 of the GDPR.

This is my thirtieth repeated and unequivocal demand for immediate deletion of the killfeed.co profile and complete disassociation between Trustpilot, me, my sole-trader identity and Legion Killfeed.

This is not a new request and does not restart or extend any existing response period.

1. The search was improperly limited to one email address

Your response expressly states:

"Our search was conducted using a unique identifier - the email address from which you contacted us."

My request was not limited to legionkillfeed@outlook.com.

It expressly covered data associated with:

Anthony Gordon Brodie
Anthony Brodie
Anthony "Soul" Brodie
Soul
Legion Killfeed
killfeed.co
ABN 28 387 377 607
the Trustpilot business profile
the Trustpilot Business account
the associated business-unit and profile identifiers
my linked Google account
identity-verification records
review and report identifiers
other email addresses and identifiers held by Trustpilot
internal classifications, warnings and inferred information

Trustpilot already holds several of those identifiers. Searching only one email address was not reasonably calculated to retrieve all personal data relating to me.

Conduct a supplementary search across every relevant system using all identifiers held by Trustpilot, including Privacy, Legal, Content Integrity, Trust and Safety, Revenue Technology, Salesforce, Zendesk, fraud detection, identity verification, business-account, profile-management, search-distribution, engineering and executive-escalation systems.

2. The supplied material has unexplained date and coverage gaps

The supplied files do not provide a complete record through the date of your response.

The communication data in F1 appears to end on or around 11 July 2026.

F2 contains records from approximately 13 to 16 July 2026.

The activity files appear to end on 19 July 2026.

The package does not contain the complete communications, notes, decisions or internal records concerning:

1. The cease-and-desist notice issued on 19 July 2026.
2. The Consumer Warning visible by 20 July 2026.
3. The decision to continue or republish that warning.
4. The warning issued on 26 July 2026.
5. The 30-day profile-editing restriction.
6. The Continued Breach decision issued on 30 July 2026.
7. The restriction of the Trustpilot Business account.
8. The decision to conceal the TrustScore.
9. The decision to prevent review invitations.
10. The ongoing involvement of Revenue Technology.

State the precise snapshot date and time used for every part of the export and explain why later records known to Trustpilot were omitted.

3. The response omits the internal decision records specifically requested

The package does not contain the complete records requested concerning:

1. Profile monitoring and website monitoring.
2. Screenshots and archived captures of killfeed.co.
3. The allegation of automated or manual "scraping".
4. The profile-misuse classification.
5. The flagging-misuse classification.
6. The Consumer Warning.
7. The cease-and-desist notice.
8. The Continued Breach decision.
9. The people, teams or systems authorising those actions.
10. Internal correspondence concerning my legal and privacy notices.
11. Automated scores, rules, thresholds, recommendations and risk classifications.
12. Meaningful information about the logic and human involvement in automated processing.
13. Search-engine, structured-data, API and syndication disclosures.
14. The actual recipients of the profile, reviews, warning and classifications.
15. Revenue Technology communications.
16. Commercial upgrade, trial, eligibility, conversion and paywall processing relevant to my account.
17. Whether my legal notices, privacy requests, regulatory complaints or public criticism were used as integrity, enforcement or risk signals.
18. Every version and moderation history of the disputed Ray Smith review.
19. Every report made against each materially different version of that review.
20. The evidence used to continue publication after the reviewer failed to respond to the domain request.

Internal opinions, allegations, inferred classifications, risk scores and decisions concerning an identifiable person are not excluded merely because Trustpilot generated them internally.

4. Google and identity-verification data remain undisclosed

The supplied activity data records that the business was verified through Google and that user identity verification was completed. It also records Veriff-related verification events.

The package does not provide:

1. The Google identifier retained.
2. The date and method of connection.
3. The information obtained from Google.
4. OAuth scopes or permissions.
5. The existence and status of any token or continuing authorisation.
6. Instructions for effective revocation.
7. The identity-verification data submitted or generated.
8. The Veriff transaction or verification identifier.
9. Verification results and inferred attributes.
10. Recipients of the verification data.
11. Retention periods.
12. The legal basis for continued retention.
13. Confirmation that the Google and verification connections have been terminated.

Disconnect every Google, Veriff and third-party identity-verification association immediately and confirm that no active token, permission or ongoing collection remains.

5. The export contains inaccurate country information

The activity data identifies my country as the United States.

I am an Australian resident and Legion Killfeed is an Australian sole-trader business operated under ABN 28 387 377 607.

Trustpilot has repeatedly been informed of this fact.

Correct the country and regional information in every system, profile, account, review-processing record, risk system, distribution system and internal dataset. Identify every recipient that received the inaccurate United States classification.

6. Invitation processing has not been terminated

The C1 document states that legionkillfeed@outlook.com was not unsubscribed from invitations as of 16 July 2026.

This is inconsistent with my demand to terminate all processing and with activity data recording an invitation-deletion request.

Immediately:

1. Add legionkillfeed@outlook.com to every invitation-suppression and unsubscribe list.
2. Delete any queued invitation data.
3. Prevent businesses from uploading or using that address for Trustpilot invitations.
4. Confirm whether any invitation data remains.
5. Identify the source of any invitation data obtained from third parties.
6. Identify every business that supplied the address for invitation purposes.

7. No decision was made on erasure, restriction, rectification or objection

Your email refers generally to Trustpilot's Privacy Policy and tells me that I may log into an account to access core data.

That does not answer my requests.

You have not stated:

1. Whether the erasure request is accepted or refused.
2. Whether the restriction request is accepted or refused.
3. Whether my Article 21 objection is accepted or refused.
4. Whether the rectification request is accepted or refused.
5. The lawful basis relied upon for each continuing processing operation.
6. Any compelling legitimate grounds said to override my objection.
7. Any Article 17(3) exception relied upon.
8. The necessity and proportionality of maintaining the public profile.
9. The retention period for each category of data.
10. The actual recipients of my personal data.
11. The available judicial and regulatory remedies applicable to any refusal.

A general policy that Trustpilot ordinarily does not delete business profiles is not an individual decision on my statutory request.

8. Immediate erasure and disassociation required

Trustpilot must immediately:

1. Delete the public profile for killfeed.co.
2. Delete all positive and negative reviews associated with the profile.
3. Delete the rating, TrustScore and review count.
4. Delete every Consumer Warning, misuse classification and public notice.
5. Delete every public reply attributed to me or Legion Killfeed.
6. Stop accepting new reviews concerning Legion Killfeed.
7. Remove the profile and review URLs.
8. Remove Trustpilot-controlled search snippets, structured data, API outputs, widgets and syndicated copies.
9. Request removal or correction from recipients to which Trustpilot disclosed the data, where legally required.
10. Close the Trustpilot Business account.
11. Disconnect the Google account.
12. Terminate identity-verification connections.
13. Revoke active authorisations and tokens.
14. Unsubscribe all associated email addresses from invitations.
15. Stop using my name, trading identity, ABN, domain and personal data to maintain a public commercial profile.
16. Preserve records required for regulatory and legal proceedings without continuing their public publication.

If Trustpilot refuses immediate erasure, it must immediately restrict the disputed processing while the Danish Data Protection Agency and other relevant regulators consider the complaint.

Restriction must include:

1. Removing the public profile from general access.
2. Removing the Consumer Warning.
3. Stopping new reviews.
4. Suspending ratings and TrustScore calculations.
5. Stopping search-engine, API, structured-data and syndication distribution.
6. Preventing further use of the disputed data for enforcement, classification, recommendation or commercial profiling.

9. Required response

Please:

1. Acknowledge this email within 48 hours.
2. Confirm immediate restriction and invitation suppression within 48 hours.
3. Provide the completed supplementary disclosure within seven calendar days.
4. Provide a reasoned decision on rectification, erasure, restriction and objection within seven calendar days.
5. Identify every lawful basis, overriding ground or statutory exception relied upon if any request is refused.
6. Confirm that all relevant records have been preserved.

This correspondence clarifies defects in Trustpilot's purported response. It does not create a new request, restart the response period or authorise any extension.

Do not respond with another general link to a privacy policy or support article. I require an individual decision addressing the personal data, processing operations and remedies identified above.

Nothing in this email accepts continued participation in Trustpilot, consents to continued public processing, or waives any existing complaint, right or remedy.

The independently published content on killfeed.co remains online.

It is an independent consumer warning, criticism of Trustpilot's conduct, documentary evidence and customer statements concerning Legion Killfeed. It does not link to Trustpilot, use a TrustBox, use the Trustpilot API, display a live Trustpilot feed, display a TrustScore, display a Trustpilot star rating or represent that Trustpilot endorses Legion Killfeed.

Trustpilot's continued monitoring of that page, its classification of the material, its screenshots or captures, its automated detections, its internal discussions and its enforcement decisions all fall within the scope of my existing subject access request.

Trustpilot has now taken additional adverse action based on this monitoring while failing to disclose:

1. The pages inspected.
2. The exact material captured.
3. The date and time of each inspection.
4. The employee, contractor, team or system responsible.
5. The criteria and detection rules applied.
6. The evidence used to classify the content as Trustpilot content.
7. The evidence used to classify its acquisition as scraping.
8. The complete internal discussion concerning my criticism of Trustpilot.
9. Whether my legal notices, privacy complaints, regulatory complaints or public criticism were treated as enforcement or risk signals.
10. Every communication involving Revenue Technology.

These records must be included in the supplementary disclosure.

Trustpilot is not entitled to answer my subject access request while withholding the records behind adverse action taken against me days before the response was issued.

Anthony "Soul" Brodie
Trading as Legion Killfeed
ABN 28 387 377 607
New South Wales, Australia

From: Trust Support <trust.operations@trustpilot.com>
Sent: Thursday, 30 July 2026 11:43 PM
To: legionkillfeed@outlook.com <legionkillfeed@outlook.com>
Subject: SARS Request [thread::T_W86eSqfYOqFeEKD5auFmA::]

Dear Anthony,

Thank you for contacting Trustpilot's Privacy Team. We received your request on **[11 July, 2026]**. We take the privacy of our users and all individuals whose personal data we process extremely seriously and seek to be as transparent as possible about how we process personal data.

Personal data is any information that relates to an identifiable individual. Types of personal data we may collect and process are provided in the "Personal data we collect" section of our [Privacy Policy](#). We have searched our systems and records based on the information you provided. Our search was conducted using a unique identifier — the email address from which you contacted us.

The data we hold on you

After conducting this search we have identified a Trustpilot user account linked with your email address and can confirm that Trustpilot is processing personal data about you.

The personal data we process is primarily collected directly from you when you provide your details to contact us, to create an account with us, or to interact with our platform such as by leaving reviews. However, sometimes we're given information about you from third parties. For example, when a business asks us to send a review invitation to you on their behalf, they give us your name, email address and a reference number, such as an order ID or similar.

We also generate or collect information from your computer or device automatically as you use our services — like your IP address, your location, or information about the device and browser you're using to access Trustpilot.

You can access the core data that we hold against your account, such as your contact information or the reviews you've left on Trustpilot, by logging into your account and following the steps set out in our Support Center article "[How to access, download, correct, or delete your personal data](#)".

Your rights

Our [Privacy Policy](#) explains your rights and how we collect, use, disclose, transfer, and store your personal data. Please read this policy to understand the purpose and legal basis for Trustpilot processing your personal data.

Next steps

Please come back to us if you would like further clarification or a review of the way your request has been handled.

If contacting us does not resolve your concerns, you have the option to lodge a complaint with a data protection supervisory authority, such as the Danish Data Protection Agency. You can read more about it [here](#).

Yours sincerely,