



## LEGAL TERMS AND CONDITIONS OF THE PROMOTION

### “Promotional Code €100 in concerts”

#### 1.- ORGANISING COMPANY

**IBERDROLA CLIENTES, S.A.U.** (hereinafter, “**IBERDROLA**” or the “**ORGANISING COMPANY**”, interchangeably), with registered office at Plaza Euskadi 5 (48009) Bilbao, with Tax ID No. A-95758389, is organizing a nationwide promotion called “**PROMOTIONAL CODE €100 IN CONCERTS**” (hereinafter, the “Promotion”).

#### 2.- PURPOSE

The purpose of the Promotion is to offer a Promotional Code to all the people that sign up for an Electricity Plan marketed by IBERDROLA called “SUPER PLAN” (hereinafter, the “Plan”), through the website [www.iberdrola.es](http://www.iberdrola.es), via the call me back option or the Iberdrola on-premise and remote sales channels during the term of the Promotion.

The Promotional Code, with a value of €100 (VAT included), will be valid for use at events, concerts and festivals promoted on the Live Nation platform, allowing users to enjoy unique experiences.

#### 3.- OBJECTIVE and TERRITORIAL SCOPE

The Promotion is aimed at individuals over 18 years of age, who are tax residents in Spanish territory (excluding Ceuta and Melilla), who contract the Plan through the website [www.iberdrola.es](http://www.iberdrola.es), via the “call me back” or through the Iberdrola sales channels, and who meet the requirements, terms and conditions set out in these Legal Terms and Conditions (hereinafter, the “Participants”).

Participants who do not meet the requirements previously described and the terms and conditions set forth in these Legal Terms and Conditions will be automatically disqualified and, therefore, under no circumstances may benefit from this Promotion.

#### **4.- DEADLINE**

The Promotion begins at 09:01 a.m. on September 15, 2025, and will end on December 31, 2025, (“the Participation Period”).

Notwithstanding the foregoing, the Participation period may be extended by IBERDROLA, provided such extension is made prior to its expiry.

#### **5.- LIMITATIONS ON PARTICIPATION**

The following limitations shall apply to participation in this Promotion:

- This Promotion is limited to individuals who are tax residents in Spain and who are of legal age (18 years old).
- Each Universal Supply Point Code (CUPS) shall be permitted to participate only once throughout the entire duration of the Promotion.
- A Participant (identified by Nat. ID-VAT no./email address and telephone number) shall be permitted a maximum of 10 participations throughout the entire duration of the Promotion, meaning that the same individual may be the holder of up to 10 Universal Supply Point Codes (CUPS).
- Additionally, after a period of one (1) year from the issuance of the first Promotional Code, the Participant shall be entitled, on an annual basis, to request new Promotional Codes with a value of €100 (VAT included), up to a maximum of five (5) years provided that the Plan remains active. To do so, the Participant must submit an express request by email. For such purpose, IBERDROLA will send a reminder to the email address provided by the Participant, from which said request may be managed.
- As from the date on which the Plan is contracted, and if the Promotional Code has been used, Participants shall be required to maintain an active subscription to the same Plan for a minimum period of twelve (12) months, commencing from the activation date of said subscription, in order to be eligible for the full benefit of the Promotional Code amount.
- If the customer terminates the Plan or changes its specific conditions before twelve (12) months have passed since the start of the Promotion, they will lose the proportional discount associated with the Promotional Code. In that case, IBERDROLA will issue an invoice for the remaining proportional amount to complete the twelve (12) months.

- Participation in the Promotion is prohibited for employees or commercial agents of IBERDROLA or Live Nation, or of any company belonging to their respective corporate groups (as defined in Article 42 of the Spanish Commercial Code), as well as for spouses, ascendants, descendants, and other relatives by blood or marriage up to the second degree inclusive of all the above.

- Participants must provide the personal data required for the Promotion, and such data must be truthful. If any or all of the data provided is false, the Participant shall be excluded from the Promotion.

Any participations that do not comply with all the requirements established in these Legal Terms and Conditions shall be considered null and void.

## **6.- MECHANICS OF THE PROMOTION**

In accordance with the above, to participate in this Promotion, Participants must sign up for the Plan during the validity period of the Promotion, complying with all the requirements, terms, and conditions outlined in these Legal Terms and Conditions.

If the Participant withdrew from this contract within 14 days, the Participant will be excluded from the Promotion.

When the Plan subscription ends, the Participant will receive a Promotional Code in one (1) email sent by IBERDROLA within fifteen (15) to sixty (60) days following the Plan subscription. The email address where the Promotional Code will be sent will be the same as the email address provided by the Participant when signing up and must be active and validated for ebilling. The Participant must redeem the Promotional Code on the Live Nation website indicated in the email in which the Promotional Code is sent.

## **7.- EXCLUSION FROM PARTICIPATION**

IBERDROLA reserves the right to eliminate any participant from the Prize Draw who disturbs, harms in any way or threatens the smooth running and the normal and regulatory development of the Promotion.

Likewise, any participant who, intentionally or unintentionally, damages or harms the image of Iberdrola, that of its customers, as well as that of the other participants, will also be excluded.

Participants who, at the time of the Prize Draw, have made use of their right to withdraw from the contract within 14 days of signing the contract will be excluded from the Promotion.

New contracts will be excluded from the Promotion if the contract with IBERDROLA is cancelled, even if the contract was signed during the Promotion period.

## **8.- TAXES APPLICABLE TO THE PROMOTION**

The Promotion's Promotional Codes will be subject to current tax legislation, and IBERDROLA will be responsible, where appropriate, for making the payment on account or applying the corresponding withholding for personal income tax purposes. In such case, IBERDROLA will issue the winning Participant with the appropriate withholding certificate so that they can include the value of the Promotional Code in their personal income tax return. The winning Participants will be responsible for complying, where applicable, with any tax and accounting obligations arising from the Sure Prize for personal taxation purposes.

## **9.- RESERVATIONS AND LIMITATIONS**

9.1. IBERDROLA reserves the right to modify, suspend, or cancel this Promotion when it deems that there is just cause or force majeure preventing it from being carried out in accordance with the terms and conditions set forth in these Legal Terms and Conditions.

9.2. IBERDROLA may annul or declare this Promotion void if it detects any irregularities in the participation process by the Participants.

9.3. IBERDROLA intends for Participants to take part in the Promotion under equal opportunities and with strict respect for the principles of fairness and good faith. Therefore, any conduct that, in the judgment of IBERDROLA, may be considered abusive or fraudulent may result in the disqualification of Participants and the forfeiture of any prize that may have corresponded to them, due to fraud or deception.

9.4. Participants expressly consent that, by merely participating in this Promotion, IBERDROLA may use their personal or identifying data for commercial and/or advertising purposes, with no territorial or temporal limitation and without generating any remuneration in their favour.

9.5. The Promotion is not sponsored, endorsed, administered by, or associated in any way with any social network through which it may be communicated.

9.6. IBERDROLA reserves the right to change or replace the supplier providing the codes, ensuring a bonus equivalent to €100.

## **10.- APPLICABLE LAW AND JURISDICTION**

IBERDROLA promotions are governed by the laws in force in Spain.

For any dispute that may arise regarding the interpretation or application of these Legal Terms and Conditions, both IBERDROLA and the Participants in this Promotion expressly submit to the jurisdiction of the Courts and Tribunals of Madrid, waiving any other jurisdiction that may apply.

## **11.- CONTACT**

For any questions or queries regarding this Promotion and its Terms and Conditions, Participants may contact IBERDROLA via the following email: [clientes@tuiberdrola.es](mailto:clientes@tuiberdrola.es)

The Consumer Service will not be available on weekends, national holidays applicable in the Community of Madrid and the city of Madrid, or on the local holidays of Madrid city and the following specific days: January 5, December 24, and December 31.

## **12.- ACCEPTANCE OF THE LEGAL TERMS AND CONDITIONS**

Participants are informed that simply taking part in the Promotion implies full acceptance of these Legal Terms and Conditions. Any contrary statement by Participants will result in their exclusion from the Promotion, and IBERDROLA will be released from fulfilling any obligation contracted with such Participants.

## **13.- FILING AND ACCESSIBILITY OF THE LEGAL TERMS**

These Legal Terms and Conditions are filed and available at the following link on the Iberdrola website: <https://www.iberdrola.es/luz/sorteo>. Likewise, at the time of signing up for the Plan, the customer is informed of the possibility of participating in this Promotion and is given access to these Terms and Conditions, which may be consulted by the Participants at any time.

## **14.- PRIVACY NOTICE**

Iberdrola, in accordance with commercial legislation, commits to protecting the privacy of the Participants and guarantees compliance with personal data protection laws, in particular the REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND COUNCIL of 27 April 2016 ("GDPR") and the applicable personal

data protection legislation in each country where the companies of the Iberdrola Group are registered. Your personal data will be processed lawfully, faithfully and transparently for specific, explicit, legitimate purposes, and only where appropriate, pertinent and limited to what is strictly necessary for the purposes for which it is processed.

Additionally, Iberdrola will keep Participants' data accurate and up to date, storing it in a way that allows personal identification only for as long as necessary to fulfil the purposes of the processing.

Iberdrola has implemented the necessary technical and organizational measures to protect the Participants' data from accidental loss or from unauthorized alteration, access, use, or disclosure. It has also established procedures to respond to any security incident that could affect your personal data.

### **What personal data do we collect and process?**

The personal data of Participants in the Promotion that Iberdrola processes are: name, surname(s), DNI/NIE, phone number, email address, and postal address. This data will be provided by the Participants when contracting an electricity plan

### **Who is the data controller for your personal data?**

The data controller of the Participants' personal data is Iberdrola Clientes, S.A.U., with registered office at Plaza Euskadi 5, 48009 Bilbao, and CIF (Tax ID Number) A-95758389.

You may contact the Data Protection Officer regarding any matter related to the processing of the Participants' personal data via email at: [dpo@iberdrola.es](mailto:dpo@iberdrola.es)

### **For what purposes do we process your personal data?**

The information provided by Participants when contracting the Plan and registering their participation in this Promotion—via the information provided in the registration form—will be processed for the following purposes:

- a) Management of participation in the Promotion and its organization and logistics;
- b) Management of the delivery of the Promotional Code.

### **What is the legal basis for processing your data?**

The legal basis for processing the Participants' personal data for the purposes indicated in points a) and b) above is the execution of the present legal terms governing participation in the Promotion, which the Participants accept when they register for it.

## **How long do we keep the Participants' data?**

On the other hand, the personal data processed for the purpose

a) will be kept for the duration of the Participants' involvement in the Promotion and until the Promotional Code has been delivered. The personal data processed for purpose

b) will be retained in accordance with the deadlines established by the applicable tax regulations. Finally, the data collected for the purpose of carrying out commercial communications, in purpose

c) will be kept for the 2 years following the collection of the data.

If Participants exercise their right to object regarding the processing under purposes a) and b), their participation in the current Promotion will be terminated, and the processed personal data will be immediately deleted, without prejudice to the blocking periods described below. However, once the periods mentioned in the preceding paragraphs have elapsed, the data will be kept, duly blocked, during the periods of limitation of (i) the legal obligations to which Iberdrola may be subject and (ii) the possible legal liabilities arising from the relationship established with the interested parties and the consequent processing of their personal data.

## **To whom will your data be disclosed?**

The Participants' data may also be communicated to third parties and official bodies in compliance with legal obligations or to comply with the requirements of regulatory, judicial, tax (Tax Administration) or other authorities.

## **What are the rights of the Participants?**

Participants have the right to access their personal data subject to processing, as well as to request the correction of inaccurate data or, where appropriate, request their deletion when the data is no longer necessary for the purposes for which it was collected. Participants also have the right to object to or restrict the processing of their data, and its portability. In cases where the processing of personal data is based on consent, participants may withdraw such consent at any time, though not retroactively. Participants may submit requests to exercise their rights by writing to IBERDROLA CLIENTES, S.A.U. – Att. Data Protection Officer, Apartado de correos No. 1732, 28080 Madrid, Spain, or through any other IBERDROLA channel: Customer Service Phone: 900 225 235; Email: [protecciondatos.comercial@iberdrola.es](mailto:protecciondatos.comercial@iberdrola.es); Customer Area: via [www.iberdrola.es](http://www.iberdrola.es), or at any Iberdrola Customer Service Point, by indicating identifying details, address or contact email, reason for the request, and the "EXPERIENCIAS IBERDROLA" promotion. Please note that participants can also

file a complaint with the Spanish Data Protection Agency ([www.aepd.es](http://www.aepd.es)) or the competent supervisory authority.