

**LEGAL TERMS AND CONDITIONS OF THE
PROMOTION
IBERDROLA EXPERIENCE
IBERDROLA CLIENTES, S.A.U.**

1.- Organising company

IBERDROLA CLIENTES, S.A.U. (hereinafter, "IBERDROLA" or the "ORGANIZING COMPANY", interchangeably), with registered office at Plaza Euskadi 5, 48009 Bilbao, with CIF No. A-95758389, is organizing a nationwide promotion called "EXPERIENCIAS IBERDROLA" (hereinafter, the "Promotion").

TLC Marketing Worldwide Iberia S.L. (hereinafter, "TLC" or the "PROVIDER"), with NIF B86155280 and registered office at Plaza Marqués de Salamanca, 10, 1ºD, is the entity in charge of managing the experiences of the Promotion.

2. PURPOSE

Iberdrola is organising the Promotion with the purpose of offering an incentive to all individuals who are tax residents in Spain, of legal age, who contract any electricity plan marketed by Iberdrola (hereinafter, the "Plan") through the www.iberdrola.es or via the "call me back" option during the participation period indicated further below.

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 or via the "call me back" option during the participation period indicated below, 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, as further indicated below.

4. DEADLINE

The Promotion covered by these Legal Terms and Conditions begins at 00:01 hours on June 16, 2025, and will end at 23:59 hours on July 31, 2025, after which participation in the Promotion will be closed.

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.
- Only a maximum of 10 entries per Participant (DNI-NIF/EMAIL, phone number) is allowed throughout the entire validity period of the Promotion.
- From the date the Plan is contracted through the aforementioned methods, Participants must remain enrolled in the Plan for at least 14 days after the contract is formalized.
- It must be a new contract, meaning that current IBERDROLA customers who change their electricity plan to the one under this Promotion may not participate.
- Participation in the Promotion is prohibited for employees or commercial agents of IBERDROLA or TLC, 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 and, should they be selected as a winner, they will lose the prize.

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

6. HOW THE PROMOTION WORKS

In accordance with what has been previously described, to participate in this Promotion, Participants must contract the Plan through the website www.iberdrola.es or via the call-me-back modality, during the validity period of the Promotion, complying with all the requirements, terms, and conditions outlined in these Legal Terms and Conditions.

This Promotion is free for Participants in the sense that it does not, in itself, imply an increase in the price or rate of the Plan covered by this Promotion.

In the event of contractual withdrawal by a Participant within the legal period of 14 days, the list of participants will be updated with all the contracts that remain in effect, and participants who have withdrawn from their contracts will be excluded from the Promotion.

Once the Plan contract has been completed, the customer will receive the Guaranteed Gift, which consists of two promotional codes sent in two separate emails by Iberdrola:

- 15 days after the contract date, the customer will receive the first promotional code to redeem half of the Guaranteed Gift (i.e., €100).
- 6 months after the contract date, the customer will receive the second promotional code to redeem the remaining half of the Guaranteed Gift (i.e., another €100).

To redeem the gift, the customer must follow these steps:

- Go to www.experienciasiberdrola.es and either register or log in. If this is the first time the user is accessing the platform and registering, they must complete the available profile form and create an account with a password.

If this profile form is not completed, the website cannot be used and the promotional codes will not work.

This form only needs to be filled out once and will include the following fields:

- Email address
 - Name
 - Surnames
 - Province
 - Age
 - Gender
 - Contracted Iberdrola Services
- Enter one or two Promotional Codes in the dedicated field to add credits to the profile
 - Select one (1) experience from the list of available options
 - Request the reservation at the selected establishment at least two (2) weeks in advance, following the instructions provided in the offer description, or if not specified, by directly contacting the partner establishment via the phone number and/or email listed alongside the selected offer.
 - Download the reservation voucher linked to the selected establishment and experience.
 - Go to the establishment on the agreed date and time, and present the printed reservation voucher along with an official ID document (DNI, NIE, or passport).

(*) Except for online experiences, for which users must follow the instructions provided by the partner establishment and/or those specified in the offer description to access the experience.

The described procedure applies to Promotional Codes, which may be redeemed together or separately. Participants can log in to their account as many times as they like to view the available experiences throughout the entire enjoyment period. Promotional codes, the account, and the associated credits will only be deactivated once the Participant has redeemed the credits linked to their promotional codes, or on 15/06/2026, whichever comes first.

Each promotional code issued by Iberdrola can only be used once, regardless of any additional services contracted. It is mandatory for the Participant to confirm that they have read and accept these terms and conditions, as well as the privacy policy, by checking the corresponding boxes in the profile form. The Participant will be correctly registered once they submit the profile form and receive on-screen confirmation that their account has been successfully created, as well as the corresponding receipt acknowledgment by email.

5.- 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.

Only new contracts for Iberdrola electricity plans will be valid and included in the Prize Draw, and rate changes for customers who already have a contract in force with Iberdrola will not be accepted as such.

Participants will be excluded from the Promotion if they cancel their contract with Iberdrola—whether before or during the winner selection process—even if the contract was signed during the promotion period.

8.- PRIZES

8.1. Prize Description

The “Guaranteed Gift” in this promotion will consist of two (2) Promotional Codes redeemable for 200 credits to be used on experiences related to Well-being, Activities, and Gastronomy. 100 credits will be awarded 15 days after signing up for the Plan, and the remaining 100 credits will be granted 6 months after the signup. 200 credits are equivalent to 200 euros.

Additionally, the Participant will have access to the following offers available on the experiences website:

- €20 credit on Hotellme.
- 1-month subscription to Nextory Basic.

These additional offers will be limited to one (1) redemption per Participant.

The conditions of each Promotional Code are available in section 9 of the Terms and Conditions on the website: www.experienciasiberdrola.es/home

9. TAXATION OF THE PRIZES

The Guaranteed Gift of the Promotion will be subject to current tax legislation. When applicable, it will be IBERDROLA's responsibility to either make a payment on account or withhold the amount corresponding to the Personal Income Tax (IRPF). In such a case, IBERDROLA will issue each winning Participant the appropriate withholding certificate, so that they may include the value of the Guaranteed Gift in their personal income tax (IRPF) declaration. Winning Participants will be responsible for fulfilling their own tax and accounting obligations related to receiving the Guaranteed Gift, as required by law.

10. RESERVATIONS AND LIMITATIONS

10.1. 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.

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

10.3. 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.

10.4. 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.

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

11.- 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.

12. CONTACT

Participants may contact the Consumer Service Department exclusively for the "Iberdrola Experiences" promotion through the following method:

- By sending an email to: experienciasiberdrola@tlcrewards.com

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.

For inquiries not related to the Promotion, users and participants may contact: clientes@tuiberdrola.es.

13. 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.

14. 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>, Madrid. Likewise, at the time of contracting the Plan, the customer is informed of the possibility of participating in the present Promotion, and is given access to these Legal Terms and Conditions, which may be consulted by the Participants at any time.

15. 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 General Data Protection Regulation ("GDPR") and the applicable personal data protection legislation in each country where the companies of the Iberdrola Group are established. 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

To benefit from the promotion, it is necessary to register on the website: www.experienciasiberdrola.es/home. The data controller for this information will be TLC Marketing Worldwide Iberia S.L., and you can view their privacy policy at the following address: <https://www.tlcworldwide.com/spain/privacidad/>

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?

The personal data processed for the purposes referred to in point 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 conducting commercial communications (purpose c) will be kept for two years after the data was collected.

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; Customer Area: via 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) or the competent supervisory authority.