

## Terms and conditions

### 1. Name and registered name of the organising company

The marketing company IBERDROLA CLIENTES, S.A.U., with registered address Plaza Euskadi 5, 48009, Bilbao, Spain, tax address calle Tomás Redondo 1, 28033, Madrid, and C.I.F. (Tax ID Number) A-95758389 (hereinafter, "IBERDROLA").

### 2. Description of the promotion

The purpose of the Promotion is to give cashback through the Mi Iberdrola programme and the participant may reduce the amount on the electricity bills of the supply on which aerothermy has been installed by IBERDROLA and which is identified as such in the Smart Climate Aerothermy contract.

The Promotion consist of the following amounts, and the customer may choose between one of the two, provided all the terms and conditions provided for the Promotion are met:

- a) The total amount of cashback will amount up to a total of €800 to be enjoyed through the customer's Mi Iberdrola programme for a period of 5 years (the "Credit") for signing up for the "Smart Climate Aerothermy" product.
- b) The total amount of cashback will amount up to a total of €1,000 to be enjoyed through the customer's Mi Iberdrola programme for a period of 5 years (the "Credit") for signing up for the "Smart Climate Aerothermy" product and assign the Energy Savings Certificates (ESCs) when signing up for "Smart Climate Aerothermy".

### 3. Requirements to participate in the promotion

Customers must fulfil the following conditions to take part in this Promotion:

- a) Sign up with Iberdrola the product named "Smart Climate Aerothermy"
- b) That the particular terms and conditions of the Smart Climate Aerothermy contract identify the application of this promotion by the following text: "SPECIFIC TERMS AND CONDITIONS FOR THE PROMOTION "SMART CLIMA AEROTHERMY PROMOTION".
- c) Be the holder and end user of the electricity contract with IBERDROLA on the supply point (CUPS) to which the aerothermy is connected (hereinafter "Electricity Contract")
- d) Have electronic billing activated in the Electricity Contract during the entire duration of the Promotion.
- e) Be up to date with the payment of bills issued by IBERDROLA in the Electricity Contract throughout the entire duration of the Promotion.
- f) That the customer uses the energy of the Electricity Contract for domestic use. This means that it must not be used for a professional activity or part of a productive activity.
- g) Join the My Iberdrola loyalty programme within 3 months from the date of signing up for the Smart Climate Aerothermy contract.
- h) Meet the terms and conditions necessary to sign up for and remain in the My Iberdrola loyalty programme.
- i) Self-employed persons and businesses are not eligible.
- j) IBERDROLA employees and groups with the right to a special rate are excluded from the Promotion.

- k)** Any other requirements that may be added in the terms and conditions of the Promotion at any given time.
- l)** Assign to Iberdrola the Energy Savings Certificates (ESCs) when signing up for “Smart Climate Aerothermy”.

## 4. Geographical scope of the promotion

The Promotion is valid in Spain.

## 5. Activating the promotion

In order to start enjoying the Promotion, the Customer must have installed and paid for the sale and installation of the aerothermy and also be up to date with the payment of the Electricity Contract with IBERDROLA, in addition to registering on the Mi Iberdrola loyalty programme.

IBERDROLA will activate the Promotion on electricity bills issued as soon as all the requirements are met and there may be a waiting period of up to three months.

## 6. Mechanics of the promotion

The Promotion Credit will be generated as an amount to be enjoyed through the My Iberdrola programme, and the balance can be redeemed in the energy bills of the supply. The credit expiration date is governed by the Mi Iberdrola programme's expiration terms and conditions, whereas the adhesion terms and condition are maintained.

This Promotion is independent of and may be combined with other promotions that may exist in the My Iberdrola programme.

The right to receive the Credit is associated with the customer, the Electricity Contract and the point of supply (CUPS). It will not be maintained in the event of a change of the contract holder.

The customer may switch to any electricity supply contract plan in IBERDROLA's catalogue without losing the right to receive the promotion.

If the contract is cancelled at IBERDROLA, the right to continue receiving the Credit will be lost, and it will not be considered as a penalty on the Electricity Contract. The Credit will remain valid in the My Iberdrola programme for a period of 45 days from the date of cancellation of the Electricity Contract and the customer will be able to continue enjoying it if the contract is reactivated within this period.

## 7. Duration of the promotion and amendment of the terms and conditions of the promotion

Customers who meet the above requirements in the period between 1 January 2026 and 30 June 2026 will be eligible for the Promotion provided that they continue to meet the terms and conditions of the Promotion.

IBERDROLA reserves the right to end this Promotion at any time, which will be published at least 15 days prior to the effective date, in the same place where the terms and conditions of the Promotion are published, without prejudice to the fact that, for those customers who have already activated the Promotion, the pending Discounts will continue to be applied until the end of the Promotion's 5-year period of validity. Likewise, IBERDROLA may amend these terms and conditions, which will be published at least 15 days prior to the effective date, in the same place where the terms and conditions of the Promotion are published.

## 8. Exemption of liability

Participation in this Promotion is voluntary, and IBERDROLA declines all claims brought against it in this regard. The discount granted in the Promotion is subject to these terms and conditions and may not be exchanged for cash, and will not be changed, altered or compensated at the customer's request. If the customer rejects the discount obtained, no alternative gifts will be offered.

IBERDROLA and any other entity that is professionally linked to this Promotion are exempt from any

responsibility that could derive from any circumstance attributable to third parties that could affect how the Promotion works.

Similarly, the entities described will in no case be responsible for any direct, indirect and/or circumstantial damage of any nature, whether immediate or deferred, which may appear during or as a consequence of the enjoyment of the Promotion.

In case of fraud or another promotional mechanism contrary to these terms and conditions or good faith, IBERDROLA reserves the right to withhold the benefits of the Promotion.

## 9. Data protection

For the purposes of the regulations regarding personal data protection, taking part in the promotion and acceptance of the privacy conditions and associated terms and conditions implies the consent of the data subjects to the processing of their data for the purposes of managing the Promotion, managing the contractual relationship which the customer/participant, as appropriate, has with IBERDROLA and in order to send commercial communications via the conventional and electronic means of contact provided, regarding the supply of energy, products, services, and sporting, cultural and charity activities in which they participate, offering benefits for its customers based on their commercial profile.

The data may be accessed by third-party service providers in order to manage the Promotion.

We inform you that your data will be stored in the case of customers, during their contractual relationship with IBERDROLA and after the end of the Electricity Contract for a period of 2 years.

In other cases, the processing period will be 2 years from the collection of the data. All of this notwithstanding the obligation to block this information while complying with obligations regarding the processing and the applicable law.

Lastly, IBERDROLA hereby informs you that you may exercise your rights to access, rectification, deletion, opposition and to limit the processing of your personal data by writing to IBERDROLA CLIENTES, S.A.U. – Att. Responsable Protección de Datos, Apartado de correos nº 1732, 28080 Madrid, Spain, or through any other IBERDROLA channels: Customer Service Phone Number 900 225 235; email:

[protecciondatos.comercial@iberdrola.es](mailto:protecciondatos.comercial@iberdrola.es), 'My Customer Area' at [www.iberdrola.es](http://www.iberdrola.es), and any of the Service Points, indicating the identification particulars, postal or e-mail address, reasons for the request and supporting documentation including proof of identity.

If the participant does not obtain a satisfactory response, IBERDROLA hereby informs them of their right to submit a complaint to the Spanish Data Protection Agency, Calle Jorge Juan 6, 28001 Madrid, Spain or through its website: <https://www.aepd.es/>

## 10. Acceptance of legal basis

Participation in the Promotion implies full acceptance of these terms and conditions, as well as acceptance of IBERDROLA's criteria in the interpretative decisions it makes related to them, so that any statement in the sense of not accepting them will imply the exclusion of the participant and, as a consequence, IBERDROLA will be released from fulfilling the obligation with said participant contracted in relation to this Promotion.

## 11. Applicable law and jurisdiction

These general terms and conditions shall be interpreted according to Spanish law. For all matters relating to interpretation, compliance and execution of these terms and conditions, IBERDROLA and the participants, expressly waiving any other jurisdiction that may correspond to them, submit to the jurisdiction and competence of the Courts and Tribunals of Madrid.