

# Our Code of Practice Marketing & Advertising



**IBERDROLA**

## Our Code of Practice

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At Iberdrola, we want our customers to have confidence in what we do. That's why we'll adhere to this Code of Practice, which outlines our policies when we market our services. It applies to both domestic and business customers.

We want to protect our customers from unwanted, unfair or misleading communications. We're committed to ensuring that any marketing activity or supporting material is accurate and provides true information on the product or service we are offering you. We aim to make sure that:

- any marketing information provided about our tariffs or services will be in plain language, presented in an easy to understand format and the content will be complete and accurate
- appropriate to those who receive it
- our tariff information, including prices, is easily accessible from the home pages on our website
- if we compare prices with our competitors, there will be no hidden charges. If we offer a saving to you, a clear explanation of how this saving has been calculated will be shown
- any time limits to a promotion will be shown clearly, and any additional charges or conditions that may be incurred as part of the promotion will also be clearly shown
- our staff will be fully trained in all of our Codes of Practice including any third party or agency employees used to support our operations
- any sales personnel will be trained to ensure they comply with this Code of Practice by not offering any misleading information, misinformation on our competitors or exploit any vulnerability or applying any kind of pressure to gain a customer

## Respecting your marketing choices

We respect your right to control the marketing you receive from us. You can update your choices at any time and can decide how you would prefer to receive our marketing communications.

- If you tell us that you don't want to be contacted for marketing purposes, we will amend our customer records as soon as possible. This also applies to any external agencies we use for this purpose
- We will be in touch to ask you to update your marketing preferences from time to time such as when there is a change in your relationship with us, including, where you investigate buying another product from us, move house, seek to add an additional person to your account, or where your tariff changes. We respect your choices and so will not ask you to update your preferences any more frequently than once every 12 months
- If you have not objected to our marketing, and we send you electronic marketing (SMS, email or other electronic communications), and you do not tell us you no longer want to receive such marketing, we may continue to market to you for a subsequent 12 months

Iberdrola respects your right to privacy, and we will only ever use personal information for marketing purposes in a manner that is consistent with this Code and in accord with your preferences. Our Privacy Information Notice (PIN) describes your rights under the data protection legislation and how we will use and protect your personal information. To view the current version of our PIN visit [iberdrola.ie/privacy](http://iberdrola.ie/privacy)

## Our guarantee

If we fail to meet any of these commitments, then you will be entitled to compensation under the terms of our Customer Charter.

## Get in touch

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You can contact us if you have any queries or want to request a copy of our Codes of Practice. Simply :

- Email us at [contactus@iberdrola.ie](mailto:contactus@iberdrola.ie)
- Call us free: **1800 300 370** (Lines open Monday to Friday 8am to 8pm and Saturday 9am to 4pm)
- Use our chat facility online or in our app
  - Select 'contact us' from the menu then 'chat with us'.

This Code has been approved by the Commission for Regulation of Utilities (CRU).



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