

Explanatory Notes:

Applicable Legislation with regard to Consumer Care.

Law 7/2023, of 29 June, on customer service.

This law comprehensively regulates the rights of consumers in their relationship with companies that provide services of a continuous nature. Among its key points:

- Article 6.1: 'Consumers shall have the right to communicate with a customer service with properly trained staff that guarantees personalised attention.'
- Article 7: This article requires that the customer service channel must allow for the submission of incidents, complaints or claims through accessible and efficient means, including personalised telephone assistance.
- Article 8: Establishes that the telephone helpline number must be free of charge or have a basic rate cost, and must be available on the company's website, along with other authorised channels.

Ley General para la Defensa de los Consumidores y Usuarios (Real Decreto Legislativo 1/2007)

- - Article 21: Requires companies to provide an accessible and effective channel for dealing with queries, complaints and claims, and for contact information to be clearly visible on the website and other media.

Regulation (EU) 2019/1150 (in case of digital services).

For online platforms and digital services operating between businesses and consumers, this regulation requires transparency in contact channels and access to effective support.