

Frequently Asked Queries

Responsible Business Queries Channel

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What type of queries can I submit?

The Responsible Business Queries Channel allows you to submit queries related to any aspect of the Telefónica Group's code of ethics and conduct, known as the Responsible Business Principles.

To make it easier to use, below is a description of the main types of queries that can be submitted for each topic available in the web form.

1.1 Accessibility

Queries regarding the accessibility of products, services and facilities, universal design, the removal of physical and technological barriers, and support for people with disabilities, etc.

1.2 Responsible Communication

Queries related to advertising content, ethical use of social media, inclusive language, editorial criteria, responsibility in the creation and dissemination of content, etc.

1.3 Children's Rights

Queries related to the company's actions in protecting and promoting the rights of children and adolescents. This includes the responsible management of their personal data, age-appropriate content and services, prevention of digital risks, creation of safe and inclusive digital environments, and compliance with international standards and regulations on child protection, etc.

1.4 Human Rights

Queries regarding respect for fundamental rights, freedom, safety, decent working conditions, compliance with international standards, due diligence, etc.

1.5 Diversity and Talent Management

Queries about equal opportunities, inclusion, diversity, work-life balance, harassment, professional development, workplace wellbeing and other related topics.

1.6 Integrity

Queries regarding ethical behaviour, conflicts of interest, fraud, corruption, bribery, compliance with internal and external regulations, etc.

1.7 Freedom of Expression

Queries about respect for freedom of opinion, censorship, content blocking, expression in digital or corporate environments, etc.

1.8 Environment and Eco-efficiency

Queries regarding environmental management, energy efficiency, circular economy, recycling, emissions, operational environmental impact, commitment to decarbonisation, etc.

1.9 Privacy

Queries about the processing of personal data, consent, access to information, incident management, regulatory compliance, and the application of internal and external privacy policies.

1.10 Privacy - BCRs

Specific queries regarding Binding Corporate Rules (BCRs), international data transfers, and compliance with global privacy standards.

1.11 Network, Infrastructure and Maintenance

Queries related to general aspects of network and infrastructure deployment, maintenance and operation, including their impact on local communities, potential effects on third parties and other related matters.

1.12 Responsibility with the Customer

Queries regarding ethical and responsible customer relations through standard service channels, including service quality, transparency of information, billing, fulfilment of commitments, contact channels, issue handling, etc.

1.13 Partners and Suppliers

Queries about relationships with suppliers, compliance with ethical and sustainable criteria across the value chain, transparency in procurement processes, etc.

1.14 Responsible Use of Technology

Queries related to the company's policies, initiatives and commitments aimed at promoting ethical, safe and balanced use of technology. This includes queries about awareness and training initiatives on digital wellbeing, media literacy, ethics in technological development, artificial intelligence, protection of children and adolescents in digital environments, family support, responsible design, etc.

1.15 Others

Queries that do not clearly fall under any of the previous categories but are related to the Responsible Business Principles.



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