



Information release

New edition of the ECC-Spain Newsletter

Newsletter 39 contains information on the Spanish government's investigation of real estate agencies for abusive practices against tenants, as well as new rules on product liability in the digital age.

Madrid, 30 October 2024. The European Consumer Centre in Spain (ECC-Spain) has just published a new edition of the [Newsletter](#) which includes information on the investigation that the Ministry of Social Rights, Consumer Affairs and Agenda 2030 is performing on different real estate agencies that have allegedly performed abusive practices against tenants in the rental management, such as the obligation to pay a commission for the management of the lease or to sign temporary contracts without the temporality being justified.

In addition, the Newsletter sets out the various tools available to citizens to make their voices heard and participate in the creation of EU rules, such as the new rules on product liability or the new rules to improve the safety of products with digital elements. It also contains information on the new ECC brochure which aims to raise awareness of the rights of users of financial services and help customers to properly lodge a bank complaint, protect themselves against misleading advertising or contribute to building a fairer and more transparent financial environment. It also warns that the Comisión Nacional del Mercado de Valores (CNMV) will start to monitor 'sustainable' investment funds that use terms related to ESG (Environmental, Social and Governance) or Sustainability that may be unfair, unclear or misleading.

Other highlights include developments on the new common European disability card and the European parking card for people with disabilities, as well as the rights of rail passengers affected by delays or cancellations, new rules for performing immediate transfers without extra charges, as well as the proposal made by the European Commission to extend the coverage of smoke-free environments.

About the ECC-Spain Newsletter

This is a bimonthly publication which contains the latest news on consumer rights, new EU consumer rules, as well as recommendations and practical advice on European cross-border shopping. Published in digital format, it is available on the European Centre's website and is sent electronically to around 1,500 subscribers, institutions, consumer bodies and various decision-makers in the sector. The aim is to make citizens more aware of their rights as consumers and to enable them to enjoy all the benefits and protection offered by the European Single Market. Those who wish to receive it can do so by e-mail by registering as a subscriber at cec@consumo.gob.es.

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