

2024

Annual Activity Report

Ius Omnibus

Technical Sheet

Title

Annual Activity Report 2024

Entity

Ius Omnibus

Contacts

Address: Avenida 24 de Julho - Second
Home Lisbon
Mercado da Ribeira, 1200-479 Lisbon,
Portugal

Telephone: +351 910 977 799

E-mail adress: info@iusomnibus.eu

Website: <https://iusomnibus.eu/pt/>

Lisbon, 2024



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Acronyms and Abbreviations

AdC - Portuguese Competition Authority

CAL - Court of Appeal of Lisbon

CJEU - Court of Justice of the European Union

CRSC - Competition, Regulation, and Supervision Court

EU - European Union

JCDL - Judicial Court of the District of Lisbon

RP - Retail Prices

SME's - Small and Medium Enterprises

1- Introduction

This report aims to present the main actions, projects, and initiatives developed by Ius Omnibus during the year of 2024. The activities are aligned with the strategic objectives of the Association, with a focus on the promotion and defense of consumer rights, in accordance with the principles established for the functioning of our institution and our social mission.

This report reflects both quantitatively and qualitatively the allocation of available resources, both human and financial, as well as the level of execution of the initiatives undertaken and the degree of achievement of the defined objectives. Each action is evaluated in terms of the impact generated in defending consumer rights, while respecting the commitments and needs of society.

This Activity Report is, therefore, the result of the collective efforts of all members and collaborators of the Association, highlighting our ability to respond to the challenges faced throughout the year, as well as our adaptability to changes and the demands of the current circumstances.

2 - Message from The Board

2024 has been a pivotal year for Ius Omnibus in its mission to defend consumer rights and promote collective justice across Europe. As we reflect on the past twelve months, we take pride in the progress we have made in holding corporations accountable, advocating for stronger legal protections, and ensuring that justice is accessible to all.

This year, Ius Omnibus has expanded its legal actions, strengthened partnerships with national and international organizations, and engaged in strategic litigation to address unfair market practices, competition law infringements and much more. Our commitment to upholding the rule of law and championing consumer interests has never been stronger. Among our key achievements in 2024, we have:

- Advanced landmark collective actions;
- Enhanced collaboration with European and National institutions to push for more effective enforcement of competition and consumer laws;
- Increased public awareness through advocacy, education, and outreach efforts;
- Strengthened our legal and technical capabilities to better serve affected consumers.

2 - Message from The Board

Looking ahead, we remain dedicated to our mission of ensuring fair markets and robust consumer rights enforcement. The challenges ahead are significant, but with the continued support of our members, partners, and legal experts, we are confident that Ius Omnibus will continue to make a lasting impact.

We extend our sincere gratitude to everyone who has contributed to our work—our legal teams, partner organizations, policymakers, and most importantly, the consumers who trust us to fight for their rights.

Together, we will keep pushing forward for a fairer, more just economic system.

Ius Omnibus Board

3 - Ius Omnibus

Mission and Values

Ius Omnibus is a non-profit consumer rights association established under the laws of Portugal in 2020, that marks presence on the National Consumer Council.

The mission of Ius Omnibus is the defense of consumers within the European Union (EU), with a particular focus on improving consumer well-being, and more broadly, promoting the rule of law, the environment, and the economy of the EU.

The Association is involved in a variety of activities, including consumer education and awareness, monitoring public policies related to consumption and the environment, and representing consumers in court, legislative and regulatory processes. Guided by the principles of transparency, justice, and social responsibility, Ius Omnibus is committed to building a fairer society where consumer rights are respected and protected.

3 - Ius Omnibus

The values that define Ius Omnibus are: (i) justice and redress, (ii) competence, (iii) integrity, (iv) transparency, (v) perseverance, and (vi) fairness.

In the pursuit of our mission, we commit ourselves to focus on the following set of strategic targets, which constitute our Strategic Axes of Activity:

- Consumer protection with a concern for ESG;
- Development of a safer Digital Society;
- Data, Privacy and Digital Rights;
- Acting against threats to Democracy and Human Rights;
- Promoting the Private Enforcement of Competition Law to the Benefit of Consumers;
- Contributing to innovative jurisprudence, lawmaking and regulation.

4 - Governing Bodies of the Association

The governing bodies of the Association are the **Board of Directors**, the **General Assembly**, and the **Supervisory Board**.

Board of Directors

President

Maria José Azar-Baud

Vice-President

Victoriano Nazareth

Members

Carmen Herrero Suárez

Lena Hornkohl

Afonso de Freitas Dantas

Supervisory Board

President

Csongor Nagy

Vice-President

Susanna Lopopolo

Vice-President

Patricia Gil Lemstra

General Assembly

President

Gianfranco Alfano

Vice-President

Catalin-Gabriel Stanescu

Secretary General

Carolina Ramalho dos Santos

5 - Analysis of Developed Activities

5.1 - Ongoing Legal Actions

Committed to its goal of increasingly promoting legal actions for the violation of consumers' rights, throughout 2024, Ius Omnibus filed the following lawsuits:

5.1.1 - Bank Cartel

On January 18, 2024, Ius Omnibus filed five class actions at the Competition, Regulation, and Supervision Court (CRSC), demanding compensation for consumers affected by a banking cartel consisting of 12 banks, which violated EU competition rules between 2002 and 2013.

The banks involved allegedly exchanged illegal information about prices and commercial terms for mortgages, consumer credit, and loans to Small and Medium Enterprises (SMEs). Ius Omnibus is seeking a total compensation of €5.368 billion to be distributed among consumers who entered into credit contracts during the relevant period, as well as the amendment of existing contracts to prevent further harm.

5 - Analysis of Developed Activities

5.1.2 - Primedrinks (Retail)

On September 3, 2024, Ius Omnibus filed a class action against Primedrinks – Comercialização de Bebidas Alcoólicas e Produtos Alimentares, Lda., at the TCRS. The action aims to protect competition and compensate consumers for the damages caused by Primedrinks' anticompetitive practices, which, between 2007 and 2017, in collaboration with major supermarkets, fixed the retail prices (RP) of its products, violating EU competition rules.

5.1.3 - Super Bock (Retail)

On October 17, 2024, Ius Omnibus filed a class action against Super Bock Bebidas, S.A. at the CRSC. The action aims to compensate consumers for the damages caused by the anticompetitive practices of Super Bock and several major supermarkets, which fixed the RP of various products, violating EU competition rules and national legislation, between 2003 and 2017.

5 - Analysis of Developed Activities

5.1.4 - Beiersdorf (Retail)

On October 4, 2024, Ius Omnibus filed a class action against Beiersdorf Portuguesa, Lda. at the CRSC. The action aims to compensate all consumers residing in Portugal who purchased Beiersdorf products, including cosmetics, personal hygiene, and beauty items, between 2008 and 2017. The lawsuit addresses the anticompetitive practices of Beiersdorf in collaboration with major supermarkets, which were identified and sanctioned by the Portuguese Competition Authority (AdC) for fixing the RP of their products in violation of EU competition rules and national legislation.

5.1.5 - Sogrape (Retail)

On October 17, 2024, Ius Omnibus filed a class action against Sogrape – Distribuição, S.A. at the CRSC. The action addresses anticompetitive practices committed by Sogrape, in collaboration with large supermarkets, which fixed the RP of several products sold between 2006 and 2017, violating EU competition rules and national legislation.

5 - Analysis of Developed Activities

5.1.6 - Active Brands, Gestvinus and Sogevinus (Retail)

On October 8, 2024, Ius Omnibus filed a class action against Active Brands, Gestvinus, and Sogevinus at the CRSC. The action seeks to compensate consumers residing in Portugal who purchased products from these companies between 2009 and 2017. The case focuses on anticompetitive practices by the companies, which, in collaboration with major supermarkets, fixed the RP of their products, violating EU competition rules and national legislation. These practices were identified and sanctioned by AdC.

5.2 - Awareness and Education

5.2.1 - Acknowledgments

In March 2024, Ius Omnibus was officially designated as a Qualified Entity by the Portuguese Directorate General for the Consumers. This designation allows the Association to carry out collective actions in other EU member states. Prior to its designation, Ius Omnibus did lobby work as well as provided written submissions needed to guarantee this particular designation.

5 - Analysis of Developed Activities

5.2.2 - Conferences & Symposia

In June 2024, the President of Ius Omnibus delivered a speech on the pursuit of collective actions across various jurisdictions at the Thought4Leaders event. The same month, Ius Omnibus participated in the 30th Anniversary Celebration of the National Data Protection Commission, proactively highlighting topics such as the Evolution of Data Protection Standards and the current and future challenges related to them, as well as the importance of collaboration between entities at the international level.

In November 2024, the President of Ius Omnibus was the keynote speaker at the 2024 Global Collective Actions Symposium, held in Lisbon. The President's speech focused on topics such as the evolution of collective redress mechanisms in Europe and the corresponding importance of developing robust legal frameworks to protect consumers from corporate misconduct.

5 - Analysis of Developed Activities

5.2.3 - Workshops

In June 2024, Ius Omnibus attended the Collective Redress Consultation & Feedback Workshop organized by the Digital Freedom Fund, aiming to advance digital and charter rights through collective action.

In September 2024, Ius Omnibus attended the Digital Freedom Fund's Platform Accountability Workshop (Part I) in Berlin, engaging with leaders, activists, and experts in the fields of digital rights and platform accountability.

In November 2024, Ius Omnibus attended Part II of the Digital Freedom Fund's Platform Accountability Workshop.

5 - Analysis of Developed Activities

5.2.4 - Lobbying

5.2.4.1 - Class Action Directive Lobbying in Spain

In April 2024, Ius Omnibus presented its opinion regarding the draft to transpose the Class Action Directive, Directive (EU) 2020/1828, into Spanish law. Ius emphasized the need for a more consumer-focused approach and recommended removing the requirement for pre-designating qualified entities before unlawful conduct occurs. This change would facilitate cross-border representative actions.

5.2.4.2 - French Senate & Congress Lobbying

Throughout the months of May and June of 2024, Ius Omnibus President submitted Ius Omnibus' opinion on several drafts of the French Representative Actions Directive implementation. The President worked closely with members of the congress and the senate, regarding the drafts of the French Group Action Law.

5 - Analysis of Developed Activities

5.2.4.3 - AdC Lobbying

In July 2024, the AdC prohibited the merger between Vodafone and Nowo, a decision aimed at protecting competition in the telecommunications market in Portugal and ensuring that consumers have access to competitive options and quality services.

Ius Omnibus played a crucial role in that decision, by presenting arguments and data that highlighted the negative impacts of the merger, especially considering that Nowo had already been involved in anti-competitive practices as part of a cartel with MEO. This victory reinforces the importance of advocacy for consumer rights and the mobilization to influence regulatory decisions in favor of the public interest.

5 - Analysis of Developed Activities

5.3 - Institutional and Legislative Action

5.3.1 - Public Consultations

5.3.1.1 - Commentary on the Spanish Transposition of Directive (EU) 2020/1828

In April 2024, Ius Omnibus presented its position regarding the transposition of Directive (EU) 2020/1828 by Spain into its national legal framework. Ius Omnibus emphasized the need for a more consumer-centric approach, suggesting that by adopting its recommendations, Spain could better align with the objectives of the Directive, creating more effective legal mechanisms to protect consumers.

Ius Omnibus also highlighted the importance of encouraging the participation of consumers and advocacy groups in the legislative process, enabling them to provide feedback and support initiatives that strengthen consumer protection in line with EU standards.

5 - Analysis of Developed Activities

5.3.1.2 - Public Consultation on the Guidelines for Good Practices on Sustainability Agreements from the AdC

In July 2024, as part of the Public Consultation on the Guidelines for Good Practices on Sustainability Agreements from the AdC, Ius Omnibus submitted comments, highlighting the need to improve the AdC's approach to agreements aimed at mitigating climate change and mixed agreements.

Through these recommendations, Ius Omnibus contributed to reducing negative externalities, as well as raising awareness among companies to take on environmental responsibilities in an integrated manner.

By addressing issues of clarity, inclusion of agreement subtypes, and responsibility, Ius contributed to a broader and more inclusive dialogue on how companies can operate in a more sustainable way.

6 - Ius Omnibus in the Media

Media coverage is crucial for us at Ius Omnibus, as it helps us raise awareness about the issues we advocate for and amplifies the impact of our actions. Through media visibility, we can reach a broader audience, educating consumers about their rights, the legal battles we're engaged in, and the importance of collective action in addressing unfair business practices.

It also bolsters our credibility, encouraging more consumers to get involved and seek justice in cases of anticompetitive behavior, misleading advertising, or other violations of consumer rights. Ultimately, media coverage is a vital tool for us to mobilize public support, exert pressure on authorities and corporations, and drive meaningful change for consumers across Portugal and overall the EU.

6 - Ius Omnibus in the Media

SWI swissinfo.ch Perspectivas suizas en 10 idiomas

Asociación de consumidores lusa pide a TikTok 1.120 millones de euros

05 abril 2023 - 13:29 2 minutos

Lisboa, 5 abr (EFE).- La asociación de consumidores lusa Ius Omnibus ha presentado dos acciones populares contra la aplicación china TikTok en un tribunal en Lisboa por no respetar la privacidad de los usuarios y perjudicar a menores de edad, y pide una indemnización de 1.120 millones de euros.

Dichas acciones han sido presentadas en el Tribunal Judicial de la Comarca de Lisboa al considerar que la aplicación móvil viola «los derechos de personalidad, el Reglamento General de la Unión Europea sobre la Protección de Datos» y usa «prácticas comerciales desleales contra sus usuarios».

Así lo ha planteado la organización en su página web, donde pide que participen las personas que puedan haberse visto afectadas por el servicio o que tengan a su cargo a menores de 13 años afectados.

«Si eres usuario de TikTok y residente en Portugal, garantiza la oportunidad de ser indemnizado y de saber siempre todo juntándote a Ius Omnibus», añade en su web.

ECO

Últimas Mercados Opinião Advocatus Trabalho ECOseguros Capital Verde

Associação Ius Omnibus avança com ação popular contra “cartel da banca”

Alberto Teixeira 25 Janeiro 2024

Associação de defesa do consumidor avançou com várias ações no tribunal de Santarém, onde está a ser julgado o chamado “cartel da banca”, que enfrenta uma coima de 225 milhões da Concorrência.

RTP NOTÍCIAS PAÍS MUNDO POLÍTICA ECONOMIA CULTURA VÍDEOS

ECONOMIA 11 Fevereiro 2025, 13:38

Associação diz que prescrição de multas não afeta direito de indemnização no ‘cartel da banca’

por Lusa

A associação de defesa do consumidor Ius Omnibus apontou hoje que, apesar de ter sido considerada prescrita a contraordenação dos bancos no caso do ‘cartel da banca’, os consumidores continuam com o seu direito a indemnização.

“O acórdão de ontem do TRL [Tribunal da Relação de Lisboa] poderá vir a significar que os bancos não tenham de pagar 225 milhões de euros em multas. Mas a prescrição destas multas não afeta o direito de indemnização dos consumidores”, refere a Ius Omnibus em resposta à Lusa.

O Jornal Económico

EDIÇÕES DIGITAIS OPINIÃO ET CETERA JE ADVISORY JE MADEIRA ECONOMIZE MULTIMEDIA

EMPRESAS, TECNOLOGIA

Dados íntimos de 41 mil portuguesas partilhados ilegalmente com Facebook e Google, acusa associação

Caso esta ação, que deu agora entrada no tribunal da comarca de Lisboa, ganhe, a Flo Health poderá ser condenada a indemnizar as consumidoras representadas na ação pelos danos causados por estas práticas ilícitas.



José Carlos Lourinho 5 Junho 2023, 12h46

A atividade sexual, período fértil e dados íntimos de 41 mil portuguesas terão sido partilhados ilegalmente com o Facebook e Google. A acusação parte da Ius Omnibus, uma Associação de

LUSA Agência de Notícias de Portugal NACIONAL ECONOMIA CULTURA DESPORTO INTERNACIONAL LUSA

08-08-2023 12:16

Associação Ius Omnibus diz que lesados podem registar pedido de indemnização à Sony



LUSA FRANCK ROBIÇON SONY

ID 28811194

8 - Conclusion

The year 2024 was marked by significant progress in Ius Omnibus' mission to defend and promote consumer rights across the European Union. Through strategic litigation, impactful advocacy, and rigorous research, we have strengthened our role as a leading force in collective redress, ensuring fair competition and reinforcing legal protections for consumers.

Our landmark cases, policy contributions, and engagement with national and European institutions have furthered the development of a more balanced and transparent legal landscape.

Looking ahead, Ius Omnibus remains committed to advancing justice for consumers by pursuing new legal actions, deepening our partnerships, and advocating for stronger legal frameworks that promote fairness and accountability.

With the continued support of our members, partners, and stakeholders, we are confident that 2025 will bring even greater achievements in our ongoing fight for consumer rights.

We extend our gratitude to all who have contributed to our success this year and look forward to continuing our work towards a more just and equitable market for all.