Accessibility conformance report for

**https://www.iubenda.com/en/**

Last updated: 26/06/2025

*This document has been provided by* [*Accessiway*](https://www.accessiway.com/) *to comply with the obligations of the European Accessibility Act until the relevant National Authority provides the official template.   
Every complex paragraph is introduced by an explanation in a simpler language.*

## 

# Introduction

*We want everyone, including people with disabilities, to use our https://www.iubenda.com/en/ easily. This statement explains the steps we take to make it accessible, following laws and standards like the European Accessibility Act and WCAG.*

iubenda s.r.l is committed to accessibility and inclusivity. We want all our customers, including people with disabilities, to be able to use our websitesuccessfully.

This accessibility statement explains the accessibility features of https://www.iubenda.com/en/, how we meet the requirements of the European Accessibility Act, EN301549 standard, WCAG 2.x, ADA and Sec. 508, and what we are doing to maintain and improve accessibility. This statement covers only https://www.iubenda.com/en/.

We regularly review this statement as we enhance https://www.iubenda.com/en/.

# Overview

iubenda is a web-based service that provides legal compliance solutions for websites and mobile applications. The platform allows users to generate and manage privacy and cookie policies, terms and conditions, and other legal documents and compliance solutions, such as the Privacy Controls and Cookie Solution and the WayWidget. You can customize documents and solutions based on your business needs, integrate them into your websites or mobile applications, and keep them automatically updated to reflect changes in laws and regulations. You can search for our products, read descriptions, content, reviews, and check out securely with various payment options.

## How to Use https://www.iubenda.com/en/ (Accessibility & Operation)

We strive to make https://www.iubenda.com/en/ simple to use for everyone. Here’s an overview of how to navigate and operate our service when using assistive technologies or special configurations.

The website features a top navigation menu that provides access to key sections such as products, account settings, and more. Product pages include details like titles, images, and descriptions. To make a purchase, users need to create an account by completing a form.

We have included features to support different needs. Most of them are the usual requirements to conform to accessibility standards and their evaluation can be found in this document. Main navigation can be operable via keyboard using the *TAB* key to enter it, and arrows to move between items.

The accessibility of https://www.iubenda.com/en/ might be customized and enhanced by activating the correct options of our accessibility widget the moment you land on each screen. The widget can be reached via keyboard at the beginning of the page or if visible in overlay, in a fixed position close to a corner of the window, and has a “universal access” like icon:

* Usage without vision: three tabs (or turn on Screen reader compatibility).
* Usage with limited vision: use zoom, contrast and font manipulation functions.
* Usage without perception of colour: use highlighting functions (headers, links, clickables).
* Usage with limited manipulation or strength: simply navigate with a keyboard emulator device or activate keyboard functionality.
* Minimize photosensitive seizure triggers: use turn off animations and specific colour combinations.

If correctly activating any of the functionalities might compromise the compatibility with your configuration or assistive technology, please contact us, and in the meantime, disable the widget by the appropriate button, to prevent misuse of https://www.iubenda.com/en/.

If you need more explanation on using any part of https://www.iubenda.com/en/, please see our [Help and Documentation](https://www.iubenda.com/en/help) for guides, or contact our support for personalized assistance. We aim to provide any additional description or explanation necessary for you to operate the service smoothly.

# Accessibility Compliance (How We Meet Requirements)

We have assessed https://www.iubenda.com/en/ against the European Accessibility Act’s requirements (if needed also to its local application), ADA, WCAG 2.x, Section 508 and ensured it meets them:

We commit to ensuring that https://www.iubenda.com/en/ is:

## Perceivable

* The instructions provided for understanding and operating on content do not solely rely on the sensory characteristics of the components such as shape, color, size, visual location, orientation, or sound.
* Changing text spacing, including line height, paragraph spacing, letter spacing, or word spacing, does not result in loss of information or content.

## Operable

* There are no keyboard traps (users can freely navigate within and outside of all components).
* There are no time limits imposed by the content or, if present, they are controllable by the user, adjustable, extendable, or justified by functional or legal requirements.
* No flashing or blinking content is used at levels that could trigger seizures, staying within the safety limits.
* The service pages have titles that describe their topic or purpose.
* Headings and labels clearly describe content and functionality.
* The generated content does not alter or overwrite the currently active keyboard focus on the user interface.
* For user interface components with labels that include text or images of text, the name read by assistive technologies contains the text visually presented.
* The target size of the input elements is large enough to ensure easy interaction for users.

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## Understandable

* The language of each page is properly defined and used consistently throughout the service.
* User interface components, when they receive keyboard focus, maintain a stable context and do not cause unexpected changes that could disorient the user.
* User interface components, when operated via keyboard or assistive technologies, ensure consistent navigation without triggering unexpected changes of context.
* Layout and navigation remain consistent across the service
* Consistent methods are provided to help identify recurring elements of the interface.
* When an input error is automatically detected, the item in error is identified and the error is described through text.
* When an input error is identified and the suggestions for correction are known, those suggestions are provided to the user, except in exceptional cases allowed by the legal standard.
* We use a B2 level language.
* We write content in clear, simple language.

## Robust

* Standard development technologies that can be interpreted by assistive technologies are used.

We test https://www.iubenda.com/en/ with the most common assistive technologies in a wide variety of OS-Browser configurations:

* Screen readers (such as NVDA and JAWS on Windows, VoiceOver on Mac and iOS) to confirm that all interactive elements are announced correctly and can be operated.
* We also test with screen magnification and high contrast modes.

We aim for compatibility with current versions of major assistive tools. Our code follows the best practices outlined in WCAG 2.x and EN 301 549 for robust implementation, meaning it should remain accessible even as technology evolves.

Standards: based on the above, we apply WCAG 2.x AA (latest) and EN 301 549 criteria to ensure accessibility. Meeting these standards creates a presumption of conformity with the EAA’s requirements, ADA and other regulations based on the same technical standards.

# Ongoing Monitoring and Maintenance

Accessibility is not a one-time effort for us – it’s an ongoing process. Here’s how we ensure https://www.iubenda.com/en/ stays accessible over time:

* We monitor updates to standards and regulations. Similarly, we are aware of evolving assistive technology patterns and consider those in our ongoing work.
* The relevant teams receive regular training, and we keep everyone up-to-date on accessibility best practices.
* With the support of [AccessiWay](https://www.accessiway.com/), we carried out an external, expert-led manual audit on 26/06/2025 to verify our accessibility compliance. We maintain a cycle of continuous testing and improvement, with recurring support in place to ensure that comprehensive audits — including manual testing by professionals using assistive technologies — are conducted at least once a year.
* We are working with our third-party tool providers to fix any accessibility issues related to their products.

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# Feedback and Contact Information

*We welcome your feedback to make https://www.iubenda.com/en/ better. If you face any issues or have suggestions, contact us by email. Share details about the problem so we can help.*

We value the input of our users, especially if something isn’t working for you. If you have any difficulty accessing any part of https://www.iubenda.com/en/, discover an accessibility issue, or have suggestions for improvement, please let us know.

**Contact info:** *Email: info@iubenda.com*Our support team can assist with using the service.

When you contact us, please provide as much detail as possible about the issue (what page or feature, what happened, and what assistive technology you are using, if any). We will acknowledge your feedback as soon as possible and do our best to resolve the issue quickly.

**Enforcement:** In the event you feel we have not addressed your accessibility concerns adequately, you have the right to escalate your complaint. We sincerely hope to resolve any issue together with you before it reaches that stage, but this avenue is available.

**Document History:** This Accessibility Statement was first published on 26/06/2025. We plan to review it at least annually, or whenever significant changes to the service occur.

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EN301549 technical report

## Chapter 4: Functional Performance Statements (FPS)

| **Criteria** | **Conformance Level** | **Remarks and explanations** |
| --- | --- | --- |
| 4.2.1 Usage without vision | Partially Supports |  |
| 4.2.2 Usage with limited vision | Partially Supports |  |
| 4.2.3 Usage without perception of colour | Partially Supports |  |
| 4.2.4 Usage without hearing | Partially Supports |  |
| 4.2.5 Usage with limited hearing | Partially Supports |  |
| 4.2.6 Usage with no or limited vocal capability | Partially Supports |  |
| 4.2.7 Usage with limited manipulation or strength | Partially Supports |  |
| 4.2.8 Usage with limited reach | Partially Supports |  |
| 4.2.9 Minimize photosensitive seizure triggers | Partially Supports |  |
| 4.2.10 Usage with limited cognition, language or learning | Partially Supports |  |
| 4.2.11 Privacy | Partially Supports |  |

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## Chapter 5: Generic Requirements

| **Criteria** | **Conformance Level** | **Remarks and explanations** |
| --- | --- | --- |
| ***5.1 Closed functionality*** | *Heading cell no response required* | *Heading cell no response required* |
| ***5.1.2 General*** | *Heading cell no response required* | *Heading cell no response required* |
| ***5.1.2.1 Closed functionality*** | *See 5.2 through 13* | *See information in 5.2 through 13* |
| ***5.1.2.2 Assistive technology*** | *See 5.1.3 through 5.1.6* | *See information in 5.1.3 through 5.1.6* |
| ***5.1.3 Non-visual access*** | *Heading cell no response required* | *Heading cell no response required* |
| 5.1.3.1 Audio output of visual information | Not Applicable |  |
| 5.1.3.2 Auditory output delivery including speech | Not Applicable |  |
| 5.1.3.3 Auditory output correlation | Not Applicable |  |
| 5.1.3.4 Speech output user control | Not Applicable |  |
| 5.1.3.5 Speech output automatic interruption | Not Applicable |  |
| 5.1.3.6 Speech output for non-text content | Not Applicable |  |
| 5.1.3.7 Speech output for video information | Not Applicable |  |
| 5.1.3.8 Masked entry | Not Applicable |  |
| 5.1.3.9 Private access to personal data | Not Applicable |  |
| 5.1.3.10 Non-interfering audio output | Not Applicable |  |
| 5.1.3.11 Private listening volume | Not Applicable |  |
| 5.1.3.12 Speaker volume | Not Applicable |  |
| 5.1.3.13 Volume reset | Not Applicable |  |
| 5.1.3.14 Spoken languages | Not Applicable |  |
| 5.1.3.15 Non-visual error identification | Not Applicable |  |
| 5.1.3.16 Receipts, tickets, and transactional outputs | Not Applicable |  |
| 5.1.4 Functionality closed to text enlargement | Not Applicable |  |
| 5.1.5 Visual output for auditory information | Not Applicable |  |
| ***5.1.6 Operation without keyboard interface*** | *Heading cell no response required* | *Heading cell no response required* |
| ***5.1.6.1 Closed functionality*** | *See 5.1.3.1 through 5.1.3.16* | *See information in 5.1.3.1 through 5.1.3.16* |
| 5.1.6.2 Input focus | Not Applicable |  |
| 5.1.7 Access without speech | Not Applicable |  |
| 5.2 Activation of accessibility features | Not Applicable |  |
| 5.3 Biometrics | Not Applicable |  |
| 5.4 Preservation of accessibility information during conversion | Not Applicable |  |
| ***5.5 Operable parts*** | *Heading cell no response required* | *Heading cell no response required* |
| 5.5.1 Means of operation | Not Applicable |  |
| 5.5.2 Operable parts discernibility | Not Applicable |  |
| ***5.6 Locking or toggle controls*** | *Heading cell no response required* | *Heading cell no response required* |
| 5.6.1 Tactile or auditory status | Not Applicable |  |
| 5.6.2 Visual status | Not Applicable |  |
| 5.7 Key repeat | Not Applicable |  |
| 5.8 Double-strike key acceptance | Not Applicable |  |
| 5.9 Simultaneous user actions | Not Applicable |  |

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## Chapter 6: ICT with Two-Way Voice Communication

| **Criteria** | **Conformance Level** | **Remarks and explanations** |
| --- | --- | --- |
| 6.1 Audio bandwidth for speech | *Not Applicable* |  |
| ***6.2 Real-time text (RTT) functionality*** | *Heading cell no response required* | *Heading cell no response required* |
| *6.2.1.1 RTT communication* | Not Applicable |  |
| 6.2.1.2 Concurrent voice and text | Not Applicable |  |
| 6.2.2.1 Visually distinguishable display |  |  |
| 6.2.2.2 Programmatically determinable send and receive direction | Not Applicable |  |
| 6.2.2.3 Speaker identification | Not Applicable |  |
| 6.2.2.4 Visual indicator of Audio with RTT | Not Applicable |  |
| 6.2.3 Interoperability | Not Applicable |  |
| 6.2.4 RTT responsiveness | Not Applicable |  |
| 6.3 Caller ID | Not Applicable |  |
| 6.4 Alternatives to voice-based services | Not Applicable |  |
| ***6.5 Video communication*** | *Heading cell no response required* | *Heading cell no response required* |
| ***6.5.1 General (informative)*** | *Heading cell no response required* | *Heading cell no response required* |
| 6.5.2 Resolution | Not Applicable |  |
| 6.5.3 Frame rate | Not Applicable |  |
| 6.5.4 Synchronization between audio and video | Not Applicable |  |
| 6.5.5 Visual indicator of audio with video | Not Applicable |  |
| 6.5.6 Speaker identification with video (sign language) communication | Not Applicable |  |
| 6.6 Alternatives to video-based services (advisory only) | *Advisory no response required* | *Advisory no response required* |

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## Chapter 7: ICT with Video Capabilities

| **Criteria** | **Conformance Level** | **Remarks and explanations** |
| --- | --- | --- |
| ***7.1 Caption processing technology*** | *Heading cell no response required* | *Heading cell no response required* |
| 7.1.1 Captioning playback | Not Applicable |  |
| 7.1.2 Captioning synchronization | Not Applicable |  |
| 7.1.3 Preservation of captioning | Not Applicable |  |
| 7.1.4 Captions characteristics | Not Applicable |  |
| 7.1.5 Spoken subtitles | Not Applicable |  |
| 7.2.1 Audio description playback | Not Applicable |  |
| 7.2.2 Audio description synchronization | Not Applicable |  |
| 7.2.3 Preservation of audio description | Not Applicable |  |
| 7.3 User controls for captions and audio description | Not Applicable |  |

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## Chapter 8: Hardware

| **Criteria** | **Conformance Level** | **Remarks and explanations** |
| --- | --- | --- |
| ***8.1.1 Generic requirements*** | *Heading cell no response required* | *Heading cell no response required* |
| 8.1.2 Standard connections | Not Applicable |  |
| 8.1.3 Colour | Not Applicable |  |
| ***8.2 Hardware products with speech output*** | *Heading cell no response required* | *Heading cell no response required* |
| 8.2.1.1 Speech volume range | Not Applicable |  |
| 8.2.1.2 Incremental volume control | Not Applicable |  |
| 8.2.2.1 Fixed-line devices | Not Applicable |  |
| 8.2.2.2 Wireless communication devices | Not Applicable |  |
| ***8.3 Stationary ICT*** | *Heading cell no response required* | *Heading cell no response required* |
| 8.3.2.1 Unobstructed high forward reach | Not Applicable |  |
| 8.3.2.2 Unobstructed low forward reach | Not Applicable |  |
| 8.3.2.3.1 Clear space | Not Applicable |  |
| 8.3.2.3.2 Obstructed (< 510 mm) forward reach | Not Applicable |  |
| 8.3.2.3.3 Obstructed (< 635 mm) forward reach | Not Applicable |  |
| 8.3.2.4 Knee and toe clearance width | Not Applicable |  |
| 8.3.2.5 Toe clearance | Not Applicable |  |
| 8.3.2.6 Knee clearance | Not Applicable |  |
| 8.3.3.1 Unobstructed high side reach | Not Applicable |  |
| 8.3.3.2 Unobstructed low side reach | Not Applicable |  |
| 8.3.3.3.1 Obstructed (≤ 255 mm) side reach | Not Applicable |  |
| 8.3.3.3.2 Obstructed (≤ 610 mm) side reach | Not Applicable |  |
| 8.3.4.1 Change in level | Not Applicable |  |
| 8.3.4.2 Clear floor or ground space | Not Applicable |  |
| 8.3.4.3.2 Forward approach | Not Applicable |  |
| 8.3.4.3.3 Parallel approach | Not Applicable |  |
| 8.3.5 Visibility | Not Applicable |  |
| 8.3.6 Installation instructions | Not Applicable |  |
| ***8.4 Mechanically Operable parts*** | *Heading cell no response required* | *Heading cell no response required* |
| 8.4.1 Numeric keys | Not Applicable |  |
| 8.4.2.1 Means of operation of mechanical parts | Not Applicable |  |
| 8.4.2.2 Force of operation of mechanical parts | Not Applicable |  |
| 8.4.3 Keys, tickets and fare cards | Not Applicable |  |
| 8.5 Tactile indication of speech mode | Not Applicable |  |

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## Chapter 9: Web (applies also to 10, 11 and 12)

### Corresponding to WCAG 2.x Level A

| **Success Criteria** | **Conformance Level** | **Remarks and explanations** |
| --- | --- | --- |
| 1.1.1 Non-text Content | Partially supports | Exceptions include:  - General > Other A11y: Home Page: Images must have alternative text:  - General > Screen Readers: Home Page: Insufficient alt announced for badge logo on footer:  Privacy and Cookie Policy generator > Screen Readers: Privacy and Cookie Policy generator: Unnecessarily alt is provided for the decorative image:  Accessibility solution > Screen Readers: Accessibility solution: Insufficient alternative text is provided:  Work with us > Other A11y: Work with us: Images must have alternative text:  Terms and Conditions generator > Screen Readers: Privacy and Cookie Policy generator: Unnecessarily alt is provided for the decorative image: |
| 1.2.1 Audio-only and Video-only (Prerecorded) | Supports |  |
| 1.2.2 Captions (Prerecorded) | Partially supports | Exceptions include:  Home Page > Video: Homepage: Missing closed captions for video:  Terms and Conditions generator > Video: Homepage: Missing closed captions for video: |
| 1.2.3 Audio Description or Media Alternative Supports | Supports |  |
| 1.3.1 Info and Relationships | Partially supports | Exceptions include:  - General > Other A11y: Home Page: <ul> and <ol> must only directly contain <li>, <script> or <template> elements:  - General > Screen Readers: Home Page: Incorrect list item announced:  - General > Screen Readers: Home Page: Visual headings not announced as headings:  - General > Screen Readers: Home Page: Unnecessary list is announced:  - General > Screen Readers: Home Page: Navigation landmark is labeled incorrectly:  Home Page > Screen Readers: Home Page: Main landmark is missing:  Home Page > Screen Readers: Home Page: Incorrect heading hierarchy on footer headings:  - General > Screen Readers: Home Page: Unnecessarily list announced for image 'Capterra':  - General > Screen Readers: Home Page: Unnecessarily list announced for language button:  Privacy and Cookie Policy generator > Screen Readers: Privacy and Cookie Policy generator: List markup is missing:  Privacy and Cookie Policy generator > Screen Readers: Privacy and Cookie Policy generator: Screen reader is reading the hidden content:  Pricing > Screen Readers: Pricing: Breadcrumb region not announced by screen reader:  Pricing > Screen Readers: Pricing: List is not defined for the navigation links:  Pricing > Screen Readers: Pricing: Unnecessary list is implemented:  Pricing > Screen Readers: Pricing: Content is not grouped with the headings:  Become affiliate > Screen Readers: Become affiliate: Incorrect heading is announced:  Become affiliate > Screen Readers: Become an affiliate: Visually appearing heading not announced as a heading:  Become affiliate > Screen Readers: Become affiliate: Screen reader skipped the content:  Become affiliate > Screen Readers: Become affiliate: Incorrect implementation of list:  Accessibility solution > Screen Readers: Accessibility solution: Visually appearing heading not announced as heading text:  Accessibility solution > Screen Readers: Accessibility solution: List markup is missing:  Accessibility solution > Screen Readers: Accessibility solution: Incorrect heading level implemented:  Privacy Controls and Cookie solution > Screen Readers: Privacy Controls and Cookie solution: Incorrect heading level announced:  Work with us > Screen Readers: Work with us: List markup is missing:  Enterprise > iPhone(Safari)+VoiceOver: Enterprise: Hidden content is announced by the screen reader:  Partner program > Screen Readers: Partner program: Incorrect heading level is announced:  Partner program > Screen Readers: Home Page: Unnecessary 'f' is announced for the '?' icons:  Terms and Conditions generator > Screen Readers: Privacy and Cookie Policy generator: Screen reader is reading the hidden content: |
| 1.3.2 Meaningful Sequence | Partially supports | Exceptions include:  Privacy and Cookie Policy generator > Screen Readers: Privacy and Cookie Policy generator: Incorrect reading order is observed: |
| 1.3.3 Sensory Characteristics | Supports |  |
| 1.4.1 Use of Color | Partially supports | Exceptions include:  Pricing > Color: Pricing: Only color is used to indicate the selected tab: |
| 1.4.2 Audio Control | Supports |  |
| 2.1.1 Keyboard | Partially supports | Exceptions include:  Accessibility solution > Keyboard Navigation: Accessibility solution: The tabs are not focusable using the arrow keys:  Pricing > Keyboard Navigation: Pricing: The 'Start Trial' buttons are not focusable using the keyboard:  Pricing > Keyboard Navigation: Pricing: The tooltips are not appearing on keyboard focus:  Pricing > Keyboard Navigation: Pricing: Emojis are not focusable using the keyboard:  Privacy Controls and Cookie solution > Keyboard Navigation: Privacy Controls and Cookie solution: The expandable buttons are not focusable:  Become affiliate > Keyboard Navigation: Become affiliate: Focus is not moving to the 'Click here to apply now' button:  Enterprise > Keyboard Navigation: Enterprise: Carousel buttons are not focusable: |
| 2.1.2 No Keyboard Trap | Supports |  |
| 2.1.4 Character Key Shortcuts | Supports |  |
| 2.2.1 Timing Adjustable | Supports |  |
| 2.2.2 Pause Stop Hide | Partially supports | Exceptions include:  Home Page > Keyboard Navigation: Home Page: Slider moving constantly:  Enterprise > Keyboard Navigation: Enterprise: Decorative GIF is constantly in motion: |
| 2.3.1 Three Flashes or Below Threshold | Supports |  |
| 2.4.1 Bypass Blocks | Partially supports | Exceptions include:  - General > Keyboard Navigation: Home Page: Skip link not available on the page: |
| 2.4.2 Page Titled | Supports |  |
| 2.4.3 Focus Order | Partially supports | Exceptions include:  - General > Keyboard Navigation: Home Page: Incorrect focus after closing the modal:  Home Page > Keyboard Navigation: Home Page: The keyboard focus is moving to the disabled Next/Previous Buttons:  Pricing > Keyboard Navigation: Pricing: Incorrect focus order after triggering the 'or Chat with us' button:  Privacy Controls and Cookie solution > Keyboard Navigation: Privacy Controls and Cookie solution: Focus is moving to the hidden element:  - General > Keyboard Navigation: Home Page: Focus doesn't trap inside the overlay directly at 200% zoom:  Home Page > Keyboard Navigation: Home Page: Focus doesn't move to the tab panel directly: |
| 2.4.4 Link Purpose (In Context) | Partially supports | Exceptions include:  Privacy and Cookie Policy generator > Screen Readers: Privacy and Cookie Policy generator: Insufficient link text is provided:  Pricing > Screen Readers: Pricing: Insufficient link text is provided:  Privacy Controls and Cookie solution > Screen Readers: Privacy Controls and Cookie solution: Insufficient link text announced for 'Learn More' links: |
| 2.5.1 Pointer Gestures | Partially supports | Exceptions include:  Home Page > Keyboard Navigation: Home Page: The Next/Previous buttons are not provided for the slider: |
| 2.5.2 Pointer Cancellation | Supports |  |
| 2.5.3 Label in Name | Supports |  |
| 2.5.4 Motion Actuation | Supports |  |
| 3.1.1 Language of Page | Supports |  |
| 3.2.1 On Focus | Supports |  |
| 3.2.2 On Input | Supports |  |
| 3.2.6 Consistent Help | Supports |  |
| 3.3.1 Error Identification | Supports |  |
| 3.3.2 Labels or Instructions | Partially supports | Exceptions include:  Work with us > Other A11y: Work with us: Visual label is missing for the combobox: |
| 3.3.7 Redundant Entry | Supports |  |
| 4.1.1 Parsing | Supports |  |
| 4.1.2 Name Role Value | Partially supports | Exceptions include:  - General > Other A11y: Home Page: ARIA roles used must conform to valid values:  - General > Other A11y: Home Page: Footer product > modal > frames must have an accessible name:  Pricing > Other A11y: Login: Tooltip buttons must have discernible text:  Privacy and Cookie Policy generator > Other A11y: Privacy and Cookie Policy generator: Interactive controls must not be nested:  Become affiliate > Other A11y: Become affiliate: Broken ARIA reference:  - General > Screen Readers: Home Page: 'Language selector' missing accessible name:  Home Page > Screen Readers: Home Page: Incorrect for the elements:  Privacy and Cookie Policy generator > Screen Readers: Privacy and Cookie Policy generator: Incorrect label announced for the close button:  Pricing > Screen Readers: Pricing: Current page not announced for the link:  Pricing > Screen Readers: Pricing: Accessible name is not provided for the dialog:  Privacy Controls and Cookie solution > Screen Readers: Privacy Controls and Cookie solution: Incorrect role announced by the screen reader:  Partner program > Screen Readers: Partner program: Incorrect accessible name is provided for the links:  Work with us > Other A11y: Work with us: Select element must have an accessible name: |

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### Corresponding to WCAG 2.x Level AA

| **Success Criteria** | **Conformance Level** | **Remarks and explanations** |
| --- | --- | --- |
| 1.2.4 Captions (Live) | Supports |  |
| 1.2.5 Audio Description (Prerecorded) | Supports |  |
| 1.3.4 Orientation | Supports |  |
| 1.3.5 Identify Input Purpose | Supports |  |
| 1.4.3 Contrast (Minimum) | Partially supports | Exceptions include:  Partner program > Color Contrast: Partner program: The text like 'Legal Partner Certification' fails the color contrast ratio:  Partner program > Color Contrast: Partner program: The text 'Get certified' fails the color contrast ratio:  Home Page > Color Contrast: Home Page: The link like 'Docs' fails the color contrast ratio on the hover state:  Home Page > Color Contrast: Home Page: The Demo button fails the color contrast ratio:  Home Page > Color Contrast: Home Page: The text '4:17' fails the color contrast ratio:  Home Page > Color Contrast: Home Page: The links like 'Pricing' fails the color contrast ratio:  Home Page > Color Contrast: Home Page: The text 'Help' fails the color contrast ratio:  Home Page > Color Contrast: Home Page: The text 'Start Generating' fails the color contrast ratio:  Home Page > Color Contrast: Home Page: The error text fails the color contrast ratio:  Home Page > Color Contrast: Home Page: Several link text on the footer fails the color contrast ratio on the hover state:  Home Page > Color Contrast: Home Page: The text 'Loading' fails the color contrast ratio:  Pricing > Color Contrast: Pricing: The 'Take this quiz' button fails the color contrast ratio:  Pricing > Color Contrast: Pricing: The text 'Typically replies within a few minutes' fails the color contrast ratio:  Pricing > Color Contrast: Pricing: The placeholder text 'Reply here...' fails the color contrast ratio:  Pricing > Color Contrast: Pricing: The text like 'Live chat' fails the color contrast ratio:  Pricing > Color Contrast: Pricing: The text like 'How can i help you?' fails the color contrast ratio:  Privacy Controls and Cookie solution > Color Contrast: Privacy Controls and Cookie solution: Text like 'IAB registered Consent Management Platform' fails the color contrast ratio:  Privacy Controls and Cookie solution > Color Contrast: Privacy Controls and Cookie solution: The large text 'Start Generating' fails the color contrast ratio:  Privacy Controls and Cookie solution > Color Contrast: Privacy Controls and Cookie solution: The video duration text fails the color contrast ratio:  Privacy Controls and Cookie solution > Color Contrast: Privacy Controls and Cookie solution: The text 'We make...requirements' fails the color contrast ratio:  Privacy Controls and Cookie solution > Color Contrast: Privacy Controls and Cookie solution: Text like 'Overview' fails the color contrast ratio:  Privacy Controls and Cookie solution > Color Contrast: Privacy Controls and Cookie solution: The text 'Explore' fails the color contrast ratio:  Privacy and Cookie Policy generator > Color Contrast: Privacy and Cookie Policy generator: Several buttons fail the color contrast ratio: |
| 1.4.4 Resize text | Partially supports | Exceptions include:  Pricing > Zoom: Pricing: Several heading text are truncated at 200% zoom: |
| 1.4.5 Images of Text | Supports |  |
| 1.4.10 Reflow | Partially supports | Exceptions include:  - General > Reflow: Home Page: The Hamburger menu truncates on the enlarged 400% view of 1280 x 1024:  Home Page > Reflow: Home Page: The Horizontal bar appeared on the enlarged 400% view of 1280 x 1024:  Pricing > Reflow: Pricing: Several elements truncate on the viewport of 320px x 256px:  Pricing > Reflow: Pricing: Elements overlap on the viewport of 320px x 256px:  Pricing > Reflow: Pricing: The timestamp misaligned on the viewport of 320px x 256px: |
| 1.4.11 Non-text Contrast | Partially supports | Exceptions include:  Pricing > Color Contrast: Pricing: The selected surface fails the color contrast ratio:  Home Page > Color Contrast: Home Page: The dropdown icon fails the color contrast ratio:  Home Page > Color Contrast: Home Page: The focus indicator on the Language combobox fails the color contrast ratio:  Home Page > Color Contrast: Home Page: The Selected state indicator fails the color contrast ratio:  Home Page > Color Contrast: Home Page: Icons like 'Play' fail the color contrast ratio:  Home Page > Color Contrast: Home Page: Icons 'Play' icon fail the color contrast ratio:  Home Page > Color Contrast: Home Page: The focus indicator on the video fails the color contrast ratio:  Pricing > Color Contrast: Pricing: The focus indicator on the tabs fails the color contrast ratio:  Enterprise > Color Contrast: Enterprise: The chevron icons fails the color contrast ratio:  Pricing > Color Contrast: Pricing: Close(x) button on the popup fails the color contrast ratio:  Pricing > Color Contrast: Pricing: The back button fails the color contrast ratio:  Pricing > Color Contrast: Pricing: The 'edit' and 'close(x)' icons fails the color contrast ratio:  Pricing > Color Contrast: Pricing: The focus indicator on the 'edit' and 'close(x)' icons fails the color contrast ratio:  Pricing > Color Contrast: Pricing: The replied icon fails the color contrast ratio:  Privacy Controls and Cookie solution > Color Contrast: Privacy Controls and Cookie solution: Icons like 'Play' fail the color contrast ratio:  Privacy Controls and Cookie solution > Color Contrast: Privacy Controls and Cookie solution: The focus indicator of the video elements fails the color contrast ratio: |
| 1.4.12 Text-spacing | Supports |  |
| 1.4.13 Content on Hover or Focus | Partially supports | Exceptions include:  Pricing > Keyboard Navigation: Pricing: Tooltips are not dismissable using the 'ESC' key: |
| 2.4.5 Multiple Ways | Partially supports | Exceptions include:  - General > Keyboard Navigation: Home Page: Multiple navigation ways not provided to access information: |
| 2.4.6 Headings and Labels | Supports |  |
| 2.4.7 Focus Visible | Partially supports | Exceptions include:  - General > Keyboard Navigation: Home Page: Keyboard focus is not visible on the 'Help' button: |
| 2.4.11 Focus Not Obscured (Minimum) | Supports |  |
| 2.5.7 Dragging Movements | Supports |  |
| 2.5.8 Target Size (Minimum) | Supports |  |
| 3.1.2 Language of Parts | Supports |  |
| 3.2.3 Consistent Navigation | Supports |  |
| 3.2.4 Consistent Identification | Supports |  |
| 3.3.3 Error Suggestion | Supports |  |
| 3.3.4 Error Prevention (LFD) | Supports |  |
| 3.3.8 Accessible Authentication (Minimum) | Supports |  |
| 4.1.3 Status Messages | Partially supports | Exceptions include:  Home Page > Screen Readers: Home Page: Notification not announced on changing the slide:  Pricing > Screen Readers: Pricing: New message notification not announced:  Pricing > Screen Readers: Pricing: Search suggestions are not announced:  Pricing > Screen Readers: Pricing: No announcement is provided after uploading the files: |

## Chapter 10: Non-Web Documents

| **Criteria** | **Conformance Level** | **Remarks and explanations** |
| --- | --- | --- |
| ***10.0 General (informative)*** | *Heading cell no response required* | *Heading cell no response required* |
| 10.1.1.1 through 10.4.1.3 | See WCAG 2.x section | See information in WCAG 2.x section |
| 10.5 Caption positioning | Not Applicable |  |
| 10.6 Audio description timing | Not Applicable |  |

## Chapter 11: Software

| **Criteria** | **Conformance Level** | **Remarks and explanations** |
| --- | --- | --- |
| ***11.0 General (informative)*** | *Heading cell no response required* | *Heading cell no response required* |
| 11.1.1.1 through 11.4.1.3 | See WCAG 2.x section | See information in WCAG 2.x section |
| ***11.5 Interoperability with assistive technology*** | *Heading cell no response required* | *Heading cell no response required* |
| ***11.5.1 Closed functionality*** | *Heading cell no response required* | *Heading cell no response required* |
| ***11.5.2 Accessibility services*** | *Heading cell no response required* | *Heading cell no response required* |
| 11.5.2.1 Platform accessibility service support for software that provides a user interface | See 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.2 Platform accessibility service support for assistive technologies | See 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.3 Use of accessibility services | See information in 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.4 Assistive technology | Not Applicable |  |
| 11.5.2.5 Object information | Not Applicable |  |
| 1.5.2.6 Row, column, and headers | Not Applicable |  |
| 11.5.2.7 Values | Not Applicable |  |
| 11.5.2.8 Label relationships | Not Applicable |  |
| 11.5.2.9 Parent-child relationships | Not Applicable |  |
| 11.5.2.10 Text | Not Applicable |  |
| 11.5.2.11 List of available actions | Not Applicable |  |
| 11.5.2.12 Execution of available actions | Not Applicable |  |
| 11.5.2.13 Tracking of focus and selection attributes | Not Applicable |  |
| 11.5.2.14 Modification of focus and selection attributes | Not Applicable |  |
| 11.5.2.15 Change notification | Not Applicable |  |
| 11.5.2.16 Modifications of states and properties | Not Applicable |  |
| 11.5.2.17 Modifications of values and text | Not Applicable |  |
| ***11.6 Documented accessibility usage*** | *Heading cell no response required* | *Heading cell no response required* |
| 11.6.1 User control of accessibility features | Not Applicable |  |
| 11.6.2 No disruption of accessibility features | Not Applicable |  |
| 11.7 User preferences | Not Applicable |  |
| ***11.8 Authoring tools*** | *Heading cell no response required* | *Heading cell no response required* |
| ***11.8.1 Content technology*** | *Heading cell no response required* | *Heading cell no response required* |
| 11.8.2 Accessible content creation | See WCAG 2.x section  (If not authoring tool, enter “Not Applicable”) | See information in WCAG 2.x section |
| 11.8.3 Preservation of accessibility information in transformations | Not Applicable |  |
| 11.8.4 Repair assistance | Not Applicable |  |
| 11.8.5 Templates | Not Applicable |  |

## 

## Chapter 12: Documentation and Support Services

| **Criteria** | **Conformance Level** | **Remarks and explanations** |
| --- | --- | --- |
| ***12.1 Product documentation*** | *Heading cell no response required* | *Heading cell no response required* |
| 12.1.1 Accessibility and compatibility features | Not Applicable |  |
| 12.1.2 Accessible documentation | See WCAG 2.x section | See information in WCAG 2.x section |
| ***12.2 Support Services*** | *Heading cell no response required* | *Heading cell no response required* |
| 12.2.2 Information on accessibility and compatibility features | Not Applicable |  |
| 12.2.3 Effective communication | Not Applicable |  |
| 12.2.4 Accessible documentation | See WCAG 2.x section | See information in WCAG 2.x section |

## 

## Chapter 13: ICT Providing Relay or Emergency Service Access

| **Criteria** | **Conformance Level** | **Remarks and explanations** |
| --- | --- | --- |
| ***13.1 Relay services requirements*** | *Heading cell no response required* | *Heading cell no response required* |
| 13.1.2 Text relay services | Not Applicable |  |
| 13.1.3 Sign relay services | Not Applicable |  |
| 13.1.4 Lip-reading relay services | Not Applicable |  |
| 13.1.5 Captioned telephony services | Not Applicable |  |
| 13.1.6 Speech to speech relay services | Not Applicable |  |
| 13.2 Access to relay services | Not Applicable |  |
| 13.3 Access to emergency services | Not Applicable |  |

## 

## Web accessibility

Disability is defined as: any activity limitation or participation restriction in society, experienced by a person as a result of a substantial, lasting or definitive alteration of one or more physical, sensory, mental, cognitive, or psychic functions, a multiple disability, or a disabling health condition (article L. 114 of the Social Action and Families Code).

Web accessibility consists of making online public communication services accessible to people with disabilities, and is based on four fundamental principles:

**Perceivable**: Information and user interface components must be presented to the user in such a way that they can perceive them. For example, providing textual equivalents for all non-textual content that can then be presented in other forms according to the user's needs: large characters, braille, speech synthesis, symbols or simplified language.

**Operable**: User interface and navigation components must be operable. For example, making all functionality available via keyboard.

**Understandable**: Information and the use of the user interface must be understandable. Textual content must be made readable and navigation must be consistent.

**Robust**: Content must be sufficiently robust to be reliably interpreted by a wide variety of user agents, including assistive technologies.

## Test environments

Operating systems

* Apple Mac Os X (last version)
* Microsoft Windows (last version)
* Apple Ios (last version)
* Google Android (last version)

*We have not used Linux as it is currently very uncommon among users with disabilities.*

Browsers and user software

In the latest versions available on the different operating systems:

* Google Chrome
* Windows Edge
* Safari
* Adobe Acrobat Reader / Preview on Mac (for PDFs only)

Screen readers and assistive technologies

In order to achieve the most standard evaluation **we test everything with no adaptation.**

In order to make the most realistic evaluation **we also make some adaptation like:**

* Graphic adaptations present on the different systems (colors, contrasts, subtitles, etc.)
* Mouse emulations, magnifiers and screen keyboards or keyboard improved settings always of the different systems
* Voiceover - Apple systems only
* Talkback - Android only
* NVDA (last version) and Freedom scientific Jaws (second-to-last version) - PC systems only

## Methodology

Objective manual and semi-automatic verification methodology

We analyze content with different automatic and semiautomatic systems and compare the results between tools to obtain the most complete and objective verification. The reference standard, unless specifically requested, that we use is always the latest (WCAG 2.x) so that we can ensure compliance in all countries from which the touchpoint (site, app, etc.) can be accessed.

Our verification is therefore compliant with WCAG 2.x level AA, and the requirements in [UNI EN 301549 Guidelines](http://store.uni.com/catalogo/uni-en-301549-2018?josso_back_to=http://store.uni.com/josso-security-check.php&josso_cmd=login_optional&josso_partnerapp_host=store.uni.com) or their declination in the French RGAAs. Each tool produces results that are then analyzed by our experts: it is, therefore, possible that not all tool results appear because they are judged to be false negatives.

Automated tools for syntax checking

* **W3C Markup Validation Service :** used with generated code, because it is the official tool for checking HTML, XHTML,MathHTML, etc. <https://validator.w3.org/>
* **W3C CSS Validation service :** although the correctness of the CSS does not affect accessibility, it could affect some aspects that still have an impact on it if not correctly interpreted because it is incorrect. The verification is therefore appropriate and done with <https://jigsaw.w3.org/css-validator/>
* **PAC PDF checker :** <https://pdfua.foundation/en/pdf-accessibility-checker-pac/>

Automatic and semi-automatic tools for color verification

* **Color Contrast Analyser (CCA):** used punctually on dubious contrasts <https://developer.paciellogroup.com/resources/contrastanalyser/>
* **WCAG Color contrast checker:** used as the first check to verify the contrasts of the colors used in the CSS of the pages.
* **Text on background image a11y check:** used to check when text should overlap images <https://www.brandwood.com/a11y/>
* **Color contrast accessibility evaluator:** used as an additional control for some online pages <https://color.a11y.com/Contrast/>

Automatic and semi-automatic tools for checking accessibility

Some online validators used as samples on the pages:

* Accescan <https://www.accessiway.com/accessscan>
* Wave <https://wave.webaim.org/>

And other local tools:

* **Web developer toolbar**: Used to support manual verification. It allowed us to locate images without alt texts, fields without labels, etc. <https://chrispederick.com/work/web-developer/>
* **AXE e Lighthouse for Chrome**: they have provided us with precise indications on the defects of the accessibility of the HTML code but also on WAI ARIA attributes, fundamental in the case of web applications and interactive components.
* **Siteimprove for Chrome**: like AX, it provides useful indications for verifying compliance but is a tool evaluated by AgID useful for monitoring public sites.

Terms

The terms used in the Conformance Level information are defined as follows:

**Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

**Partially Supports**: Some functionality of the product does not meet the criterion.

**Does Not Support**: The majority of product functionality does not meet the criterion.

**Not Applicable**: The criterion is not relevant to the product.

**Not Evaluated**: The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.