Accessibility conformance report for

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

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/help easily. This statement explains the steps we take to make it accessible, following laws and standards like the European Accessibility Act and WCAG.*

iubenda is committed to accessibility and inclusivity. We want all our customers, including people with disabilities, to be able to use our website successfully.

This accessibility statement explains the accessibility features of https://www.iubenda.com/en/help, 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/help.

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

# Overview

Our help page https://www.iubenda.com/en/help provides easy access to guidance and support articles covering legal compliance tools and services. It features a searchable knowledge base, organized by topic, to help users find general information and answers quickly. Key sections are listed in a table of contents.

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

We strive to make https://www.iubenda.com/en/help 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 help page includes a table of contents that links to sections organized by category, each containing a title and full content when selected. Users can search for specific guidance related to products, legal requirements, and more. Each help article may contain images and videos. No login is required to access the help content.

The website also features a top navigation menu that provides access to key sections such as products, account settings, and more. 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/help 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/help.

If you need more explanation on using any part of https://www.iubenda.com/en/help, please 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/help 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/help 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.
* The content is adjustable, allowing users to customize the text size while maintaining a fully usable interface.
* 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.
* Skip links are implemented to enable quick navigation to the main content, improving accessibility and user experience.
* 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.

## Understandable

* The language of each page is properly defined and used consistently throughout the service.
* 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.
* 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/help 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/help 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.

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# Feedback and Contact Information

*We welcome your feedback to make https://www.iubenda.com/en/help 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/help, 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:  Privacy Policy template > Other A11y: Privacy Policy template: Images must have alternate text  Integrate your docs > Screen Readers: Integrate your docs: Insufficient alternative text is provided  Privacy Policy template > Screen Readers: Privacy Policy template: Decorative image receives screen reader focus  Privacy Policy template > Screen Readers: Privacy Policy template: Insufficient alternative text announced for the images  Become an affiliate > Screen Readers: Become an affiliate: Alternative text not announced for logos |
| 1.2.1 Audio-only and Video-only (Prerecorded) | Supports |  |
| 1.2.2 Captions (Prerecorded) | Partially supports | Exceptions include:  Home Page > Video: Home Page: Caption missing for the video |
| 1.2.3 Audio Description or Media Alternative Supports | Supports |  |
| 1.3.1 Info and Relationships | Partially supports | Exceptions include:  Home Page > Screen Readers: Home Page: Main landmark missing on the page  Home Page > Screen Readers: Home Page: Breadcrumb region not announced by screen reader  Home Page > Screen Readers: Home Page: List is not defined for the navigation links  Home Page > Screen Readers: Home Page: Label missing for navigation landmark  Home Page > Screen Readers: Home Page: Incorrect heading hierarchy is provided  Home Page > Screen Readers: Home Page: Heading markup is implemented twice  Home Page > Screen Readers: Home Page: Nested list is not implemented  Home Page > Screen Readers: Home Page: List markup is missing  Home Page > Screen Readers: Home Page: Grouping is missing for the checkbox  Home Page > Screen Readers: Home Page: Unnecessarily list announced by the reader  Home Page > Screen Readers: Home Page: List markup is missing  WordPress plugin > Screen Readers: WordPress plugin: Incorrect heading structure is implemented on the page'  Help lateral section > Screen Readers: Help lateral section: Combo box list items are not announced  Help lateral section > Screen Readers: Help lateral section: The required is not announced by the screen reader  Help lateral section > Screen Readers: Help lateral section: Incorrect heading is announced  Help lateral section > Screen Readers: Help lateral section: Visually appearing heading not announced for the heading  Help lateral section > Screen Readers: Help lateral section: List markup is missing for the menu items  Privacy Controls and Cookie Solution (Advanced Guide) > Screen Readers: Privacy Controls and Cookie Solution (Advanced Guide): Incorrect heading is announced  Privacy Controls and Cookie Solution (Advanced Guide) > Screen Readers: Privacy Controls and Cookie Solution (Advanced Guide): Visually appeared heading not announced by the screen reader  Privacy Controls and Cookie Solution (Advanced Guide) > Screen Readers: Privacy Controls and Cookie Solution (Advanced Guide): Incorrect implementation of list  Search results > Screen Readers: Search results: Pagination landmark not present on the page  Search results > Screen Readers: Search results: List markup is missing for the pagination links  Privacy Policy template > Screen Readers: Privacy Policy template: Incorrect heading hierarchy on page  Privacy Policy template > Screen Readers: Privacy Policy template: Caption missing for the table  Become an affiliate > Screen Readers: Become an affiliate: Incorrect heading level announced  Become an affiliate > Screen Readers: Become an affiliate: Heading level not announced for the heading text  Become an affiliate > Screen Readers: Become an affiliate: Text 'Press Enter' not announced |
| 1.3.2 Meaningful Sequence | Partially supports | Exceptions include:  Home Page > Screen Readers: Home Page: Incorrect reading order observed |
| 1.3.3 Sensory Characteristics | Supports |  |
| 1.4.1 Use of Color | Partially supports | Exceptions include:  Privacy Controls and Cookie Solution (Advanced Guide) > Color: Privacy Controls and Cookie Solution (Advanced Guide): Only color is used as selector indicator |
| 1.4.2 Audio Control | Supports |  |
| 2.1.1 Keyboard | Partially supports | Exceptions include:  Home Page > Keyboard Navigation: Home Page: Several Expandable buttons are not focusable using the keyboard  Home Page > Keyboard Navigation: Home Page: Play button is not focusable using the keyboard  Home Page > Keyboard Navigation: Home Page: Several 'ⓘ' buttons are not focusable using the keyboard  Help lateral section > Keyboard Navigation: Help lateral section: Several elements on the modal are not focusable using the keyboard  Help lateral section > Keyboard Navigation: Help lateral section: The '15 more' and '16 more' buttons are not focusable using the keyboard  Privacy Policy template > Keyboard Navigation: Privacy Policy template: Button does not receive 'Tab' focus  Privacy Policy template > Keyboard Navigation: Privacy Policy template: In page link is not focusable  Privacy Policy template > Keyboard Navigation: Privacy Policy template: Accordion buttons are not focusable  Become an affiliate > Keyboard Navigation: Become an affiliate: The focus is not moving to the 'Click here to apply now' link  Search results > Keyboard Navigation: Search results: The Close(x) button is not focusable using the keyboard  WordPress plugin > Other A11y: WordPress plugin: Scrollable region must have keyboard access  Privacy Policy template > Other A11y: Privacy Policy template: Scrollable region must have keyboard access |
| 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:  Integrate your banner > Keyboard Navigation: Integrate your banner: GIF is used for the copied animation |
| 2.3.1 Three Flashes or Below Threshold | Supports |  |
| 2.4.1 Bypass Blocks | Supports |  |
| 2.4.2 Page Titled | Partially supports | Exceptions include:  Privacy Policy template > Screen Readers: Privacy Policy template: Insufficient page title announced |
| 2.4.3 Focus Order | Partially supports | Exceptions include:  Home Page > Keyboard Navigation: Home Page: Keyboard focus unnecessarily moving to plain text  Help lateral section > Keyboard Navigation: Help lateral section: The keyboard focus is not directly moving to the Help Center modal  Help lateral section > Keyboard Navigation: Help lateral section: The keyboard focus is unnecessarily moving to plain text  Integrate your docs > Keyboard Navigation: Integrate your docs: Incorrect focus order after closing the video modal  Integrate your banner > Keyboard Navigation: Integrate your banner: Focus shifts to the hidden button  Privacy Policy template > Keyboard Navigation: Privacy Policy template: Focus moves to background  Become an affiliate > Keyboard Navigation: Become an affiliate: The focus is moving to the background elements  Search results > Keyboard Navigation: Search results: The keyboard focus is unnecessarily moving to the disabled pagination link  Home Page > Keyboard Navigation: Home Page: Focus is not trapped within the menu with 200% zoom  Help lateral section > iPhone(Safari)+VoiceOver: Help lateral section: Focus is not trapped within the overlay |
| 2.4.4 Link Purpose (In Context) | Partially supports | Exceptions include:  Home Page > Screen Readers: Home Page: Insufficient label is provided for the link  WordPress plugin > Screen Readers: WordPress plugin: Insufficient link text is provided for the 'here' link |
| 2.5.1 Pointer Gestures | Supports |  |
| 2.5.2 Pointer Cancellation | Partially supports | Exceptions include:  Search results > Keyboard Navigation: Search results: Links inside the search modal activate on pointerdown |
| 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 | Partially supports | Exceptions include:  Privacy Policy template > Keyboard Navigation: Privacy Policy template: Button gets triggered on focus |
| 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:  Privacy Policy template > Other A11y: Privacy Policy template: Insufficient textual information for required fields  Home Page > Other A11y: Home Page: Visual label is missing for the search edit field  Help lateral section > Other A11y: Help lateral section: The required edit field is denoted by '\*' only  Help lateral section > Other A11y: Help lateral section: Visual label is not provided for the edit fields |
| 3.3.7 Redundant Entry | Supports |  |
| 4.1.1 Parsing | Supports |  |
| 4.1.2 Name Role Value | Partially supports | Exceptions include:  Home Page > Screen Readers: Home Page: Current page not announced for the link  Home Page > Screen Readers: Home Page: Role and state is missing  Home Page > Screen Readers: Home Page: Voiceover is not announcing the label  WordPress plugin > Screen Readers: WordPress plugin: Role and state is missing for the buttons  Help lateral section > Screen Readers: Help lateral section: Role is missing for the elements  Help lateral section > Screen Readers: Help lateral section: Incorrect role is defined for the button  Help lateral section > Screen Readers: Help lateral section: Role and accessible name is not defined for the buttons  Help lateral section > Screen Readers: Help lateral section: Label not announced for the combo box  Help lateral section > Screen Readers: Help lateral section: The role of the button announced twice  Help lateral section > Screen Readers: Help lateral section: Role and accessible name is not defined for the info button  Help lateral section > Screen Readers: Help lateral section: Role is missing for the elements  Search results > Screen Readers: Search results: The current page is not announced for the selected pagination link  Search results > iPhone(Safari)+VoiceOver: Search results: The label of the elements are announced twice  Search results > iPhone(Safari)+VoiceOver: Search results: Role is not announced for the element.  Privacy Policy template > Screen Readers: Privacy Policy template: Incorrect role announced for buttons |

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### Corresponding to WCAG 2.x Level AA

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| --- | --- | --- |
| **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:  WordPress plugin > Color Contrast: WordPress plugin: all the code text fails the color contrast ratio:  Home Page > Color Contrast: Home Page: Several link text fails the color contrast ratio:  Home Page > Color Contrast: Home Page: Several text fails the color contrast ratio:  Home Page > Color Contrast: Home Page: Link text fails the color contrast ratio on the hover and selected state:  Home Page > Color Contrast: Home Page: The 'Start generating now' button fails the color contrast ratio:  Home Page > Color Contrast: Home Page: Several buttons fails the color contrast ratio:  Home Page > Color Contrast: Home Page: The link text 'Elevio by Dixa' fails the color contrast ratio:  Help lateral section > Color Contrast: Help lateral section: Several link text fails the color contrast ratio:  Help lateral section > Color Contrast: Help lateral section: The text 'Thank you!' fails the color contrast ratio:  Help lateral section > Color Contrast: Help lateral section: The text 'Help Center' fails the color contrast ratio:  Help lateral section > Color Contrast: Help lateral section: The placeholder text fails the color contrast ratio:  Help lateral section > Color Contrast: Help lateral section: The 'Submit' button fails the color contrast ratio:  Help lateral section > Color Contrast: Help lateral section: Expandable buttons fails the color contrast ratio on the hover state:  Integrate your docs > Color Contrast: Integrate your docs: The text '1:08' fails the color contrast ratio:  Integrate your docs > Color Contrast: Integrate your docs: The large text '5:14' fails the color contrast ratio:  Become an affiliate > Color Contrast: Become an affiliate: The large text 'Apply' fails the color contrast ratio:  Become an affiliate > Color Contrast: Become an affiliate: The text '1' fails the color contrast ratio:  Become an affiliate > Color Contrast: Become an affiliate: The large placeholder text, like 'Jane' fails the color contrast ratio:  Become an affiliate > Color Contrast: Become an affiliate: The question text fails the color contrast ratio:  Become an affiliate > Color Contrast: Become an affiliate: The text 'A' fails the color contrast ratio:  Become an affiliate > Color Contrast: Become an affiliate: The text 'Select all that apply' fails the color contrast ratio:  Privacy Controls and Cookie Solution (Advanced Guide) > Color Contrast: Privacy Controls and Cookie Solution (Advanced Guide): The text 'invalidateConsentWithoutLog' fails the color contrast ratio:  Privacy Controls and Cookie Solution (Advanced Guide) > Color Contrast: Privacy Controls and Cookie Solution (Advanced Guide): The text like 'siteId' fails the color contrast ratio:  Search results > Color Contrast: Search results: The text 'Showing 1–10 of 785 for “e-commerce”' fails the color contrast ratio:  Search results > Color Contrast: Search results: The pagination links fails the color contrast ratio: |
| 1.4.4 Resize text | Supports |  |
| 1.4.5 Images of Text | Supports |  |
| 1.4.10 Reflow | Partially supports | Exceptions include:  Home Page > Reflow: Help page: The placeholder text truncates on the viewport of 320px x 256px:  Privacy Policy template > Reflow: Help page: Reflow: Two directional scroll appears on the 400% enlarged view of 1280 X 1024:  Integrate your docs > Reflow: Integrate your docs: Several elements overlapped on the viewport of 320px x 256px: |
| 1.4.11 Non-text Contrast | Partially supports | Exceptions include:  - General > Color Contrast: Privacy Controls and Cookie Solution (Advanced Guide): The selector indicator fails the color contrast ratio:  Privacy Controls and Cookie Solution (Advanced Guide) > Color Contrast: Privacy Controls and Cookie Solution (Advanced Guide): The selected jump link indicator fails the color contrast ratio:  Home Page > Color Contrast: Home Page: The focus surface fails the color contrast ratio:  Home Page > Color Contrast: Home Page: The volume bar fails the color contrast ratio:  Home Page > Color Contrast: Home Page: The focus surface on Play button fails the color contrast ratio:  Home Page > Color Contrast: Home Page: The focus indicator on the video fails the color contrast ratio due to irregular background:  Home Page > Color Contrast: Home Page: The focus surface in the Playback speed menu fails the color contrast ratio:  Home Page > Color Contrast: Home Page: Boundary outline of checkboxes fails the color contrast ratio:  Home Page > Color Contrast: Home Page: The Tick icon fails the color contrast ratio:  Help lateral section > Color Contrast: Help lateral section: Several icons fails the color contrast ratio:  Help lateral section > Color Contrast: Help lateral section: The 'Clear text' button fails the color contrast ratio:  Help lateral section > Color Contrast: Help lateral section: The Like/Dislike icon fails the color contrast ratio:  Integrate your docs > Color Contrast: Integrate your docs: The focus indicator on the video fails the color contrast ratio:  Integrate your docs > Color Contrast: Integrate your docs: Several video controls fails the color contrast ratio:  Integrate your docs > Color Contrast: Integrate your docs: Play icon fails the color contrast ratio:  Privacy Policy template > Color Contrast: Privacy Policy template: Underline on the links fails color contrast ratio:  Become an affiliate > Color Contrast: Become an affiliate: The focus indicator fails the color contrast ratio:  Become an affiliate > Color Contrast: Become an affiliate: The focus indicator of the close button fails the color contrast ratio: |
| 1.4.12 Text-spacing | Supports |  |
| 1.4.13 Content on Hover or Focus | Supports |  |
| 2.4.5 Multiple Ways | Supports |  |
| 2.4.6 Headings and Labels | Partially supports | Exceptions include:  Help lateral section > Screen Readers: Help lateral section: Same accessible name is defined for the element:  Help lateral section > Other A11y: Help lateral section: Visual indication is not available for the required field:  Help lateral section > Screen Readers: Help lateral section: Same accessible name is defined for different buttons:  Help lateral section > Screen Readers: Help lateral section: Same accessible name is provided for the different link:  Search results > Screen Readers: Search results: Insufficient label is defined for the pagination links: |
| 2.4.7 Focus Visible | Partially supports | Exceptions include:  Home Page > Keyboard Navigation: Home Page: Keyboard focus is not visible on the 'Help' button:  Home Page > Keyboard Navigation: Home Page: The keyboard focus is not visible:  Privacy Policy template > Keyboard Navigation: Privacy Policy template: Focus not visible on image link:  WordPress plugin > Keyboard Navigation: WordPress plugin: Focus indicator is not visible on the link: |
| 2.4.11 Focus Not Obscured (Minimum) | Partially supports | Exceptions include:  Become an affiliate > Keyboard Navigation: Become an affiliate: The focus gets obscured by the modal: |
| 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 | Partially supports | Exceptions include:  Help lateral section > Screen Readers: Help lateral section: Insufficient error message provided: |
| 3.3.4 Error Prevention (LFD) | Supports |  |
| 3.3.8 Accessible Authentication (Minimum) | Supports |  |
| 4.1.3 Status Messages | Partially supports | Exceptions include:  Help lateral section > Screen Readers: Help lateral section: Suggestions are not announced automatically:  Help lateral section > Screen Readers: Help lateral section: Error message is not announced:  Help lateral section > Screen Readers: Help lateral section: No announcement is provided after adding the file:  Help lateral section > Screen Readers: Help lateral section: No announcement is provided after selecting the 'Continue' button:  Privacy Policy template > Screen Readers: Privacy Policy template: 'Copied' notification not announced:  Privacy Policy template > Screen Readers: Privacy Policy template: Loading notification not announced: |

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## 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.