Accessibility Statement - Checkout

At Squareup International Limited ("Square"), accessibility and inclusivity is our top priority. We are committed to making our websites and applications accessible for users with disabilities in accordance with the European Accessibility Act (Directive 2019/882).

This accessibility statement applies to various published content for the Square Checkout Platform.

Conformance Status

The Square Checkout Platform is partially conformant with the EN 301 549 harmonized standard. "Partially conformant" means that some of our content does not fully conform to the harmonized standard currently.

We are actively working to improve accessibility and are taking steps to address known issues, with the goal of achieving full conformance over time.

Square Reader for contactless and chip and POS App (Android)

Last updated on: April, 2025.

Published Content:

Square Reader for contactless and chip paired with an Android mobile device.

For Square Reader for contactless and chip and POS App on Android, you should be able to:

- Navigate and interact with interface elements on the mobile device using different input methods, including touch and keyboard.
- Access and understand content while using a screen reader on the mobile device.
- View content on the mobile device using text enlargement functions without loss of information or functionality.
- Complete a transaction using the Square Reader for contactless and chip.

Non-Accessible Content

The Square Reader for contactless and chip conforms to accessibility standards, but limitations exist on the app of the paired mobile device:

- The app partially supports a keyboard as an input device. Some interactive elements cannot be navigated / activated. Others do not indicate the focused element with a visible indicator.
- The use of a screen reader is partially supported. Not all interactive roles are properly conveyed, or incorrect roles are identified. Some information and relationships are not clearly conveyed by the screen reader.
- The contrast for some text and non-text elements is not sufficient, and may impact the readability of content or identification of important visual information.
- In some instances information is only conveyed by visual means, without providing clear instructions to screen reader users.
- The app supports text enlargement functions, but in some cases content becomes overlapped and truncated, impacting the ability to read and interact with all content.

Square Reader for contactless and chip and POS App (iOS)

Last updated on: July, 2025.

Published Content: Square Reader for contactless and chip paired with iOS mobile device.

For Square Reader for contactless and chip and POS App on iOS, you should be able to:

- Navigate and interact with interface elements on the mobile device using different input methods, including touch and keyboard.
- Access and understand content while using a screen reader on the mobile device
- View content on the mobile device using text enlargement functions without loss of information or functionality.
- Complete a transaction using the Square Reader for contactless and chip.

Non-Accessible Content

The Square Reader for contactless and chip conforms to accessibility standards, but limitations exist on the app of the paired mobile device:

- The app partially supports a keyboard as an input device. Some interactive elements cannot be navigated / activated.

- The use of a screen reader is partially supported. Not all interactive roles are properly conveyed, and some information and relationships are not clearly conveyed by the screen reader.
- The contrast for some text and non-text elements is not sufficient, and may impact the readability of content or identification of important visual information.
- Customer-facing screens may not support text resizing.
- Some issues related to improper focus management, such as focus skipping initial content.

Checkout on Square Register

Last updated on: May, 2025.

Published Content: Checkout flow for Customer facing buyer flows on Square Register.

For Square Register Checkout buyer flows, you should be able to:

- Navigate and interact with interface elements using accessible touchscreen gestures.
- Access and understand features through screen reader support.
- View content clearly without loss of information or functionality, even when using available zoom or text enlargement options.

Non-Accessible Content

Some aspects of Order Online are not fully accessible. This includes:

- Several instances where informative images are not announced or announced insufficiently descriptive.
- Multiple semantic issues, such as missing heading markup and missing labels lacking programmatic association with their respective components.
- Many instances in which text elements fail to meet sufficient color contrast requirements, affecting readability for users with visual impairments.
- Issues related to assistive technology support, such as labels and roles, are instances where announcements are missed or incorrect.
- The Character height might not be sufficient enough in multiple instances, depending on the viewing distance, potentially causing readability issues.
- In a few instances, elements on the displayed number pad are not focused in a logical reading sequence when using the screen reader.

Mobile Payments (Android)

Last updated on: August, 2025.

Published Content: Mobile Payments on Android mobile device.

aFor Mobile Payments on Android, you should be able to:

- Navigate and interact with interface elements on the mobile device using different input methods, including touch and keyboard.
- Access and understand content while using a screen reader on the mobile device.
- Distinguish states of controls via methods other than color alone.

Non-Accessible Content

Some aspects of Mobile Payments on Android are not fully accessible. This includes:

- Some interactive elements are not accessible when using a keyboard. Keyboard users will not be able to interact with these elements to complete a payment flow.
- Some controls are unlabelled. TalkBack users may not understand the purpose of the control.
- There are several issues where color alone is used to distinguish the states of controls. Some users will not be able to see the color changes to understand the state changes.
- Some fields are not marked up visually or programmatically as required fields. Many users, including TalkBack users, will not understand what is expected.
- Some informative images are not announced descriptively. TalkBack users will not receive the same information that is displayed visually to users.

Mobile Payments (iOS)

Last updated on: August, 2025.

Published Content: Mobile Payments on iOS mobile device.

For Mobile Payments on iOS, you should be able to:

- Navigate and interact with interface elements on the mobile device using different input methods, including touch and keyboard.
- Access and understand content while using a screen reader on the mobile device.
- Understand where focus is within the interface when using a keyboard.

Non-Accessible Content

Some aspects of Mobile Payments on iOS are not fully accessible. This includes:

- Several interactive elements are not accessible on the PIN entry screen when using a keyboard. Keyboard users will not be able to interact with these elements to complete a payment flow.
- Some informative images are not focused or announced. VoiceOver users will not receive the same information that is displayed visually to users.
- Some visible changes on the screen are not announced by VoiceOver. VoiceOver users will not be provided the same information.
- Some error messages are not announced by VoiceOver, or announced non-descriptively.
- Some elements are missing a visible focus indicator. Users who rely on the keyboard to operate the page cannot visually determine where the focus is.

Ongoing Accessibility Testing and Monitoring

Square conducts annual accessibility audits and uses quarterly automated monitoring. Accessibility issues flagged are prioritized for remediation.

Preparation of the Accessibility Statement

This accessibility statement was prepared on July 1, 2025, with latest updates on various dates for each listed product, following an accessibility review of the content against EN 301 549. This review was performed using a combination of automated and manual accessibility testing, across a range of browsers, using a range of assistive technologies.

Feedback and Contact Information

Square welcomes feedback about the accessibility of the content in order to improve the experience for users with disabilities. If you have comments, questions, or complaints about the accessibility of our products, please contact us at:

- Contact form:

Country	Contact Information Link

Ireland	[Visit Ireland Support Centre](#)
France	[Visit France Support Centre](#)
Spain	[Visit Spain Support Centre](#)

- Mailing Address: 70 Sir John Rogerson's Quay, Dublin 2, Ireland.
- Telephone: 1800 904 846

Competent Market Authority

The contact information for the responsible compliance authority for e-commerce services is as follows:

The Competition and Consumer Protection Commission

- Website: https://www.ccpc.ie/
- Address: Competition and Consumer Protection Commission, Bloom House, Railway Street, Dublin 1, D01 C576

The contact information for the responsible compliance authority for consumer banking services is as follows:

- The Central Bank of Ireland
  - Website: https://www.centralbank.ie
  - Address: Central Bank of Ireland, New Wapping Street, North Wall Quay, Dublin 1