

Accessibility Statement - Square Online

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

This accessibility statement applies to various published Web content for Square Online Website.

Conformance Status

The Square Online website 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 Online Website

Last updated on: June, 2025.

Published Content:

The Square Online websites, including: transaction pages, checkout flow, order confirmation and history pages, prime specific content (prime cart, loyalty rewards).

For Square Online Website, you should be able to:

- Navigate and interact using a keyboard and mouse for most elements.
- Navigate and interact using a screen reader for most features.
- Zoom page content / Resize the application text size without losing content or functionality.

Non-Accessible Content

The Square Online website conforms to accessibility standards, but limitations exist on:

- Relationships and information of some elements including images, controls, and other structural elements are not clearly conveyed or determinable when using the screen reader.
- Some information on the pages may not be announced when using the screen reader.
- Some elements may not be focusable when using swipe motions with the screen reader.
- Several issues affect keyboard users, as many elements are not properly accessible through the keyboard, and the focus is not visible.
- Instructions on how to perform some actions may not be clearly presented to screen reader users.
- Some text and non-text elements fail to meet minimum color contrast requirements, impacting readability for users with visual impairments.
- The focus order on some pages may not be meaningful.

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