

# Accessibility Statement - Buyer Facing Product

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 content for the Square Buyer Facing Product applications.

## Conformance Status

The Buyer Facing Product Flows 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.

## **Buyer Facing Product Flows on Square Register, Square Terminal, and Square Handheld**

Last updated on: June, 2025.

Published Content:

Buyer facing product flows for Loyalty, Email Marketing, Gift Cards, and Text Message Marketing on Square Register, Square Terminal, and Square Handheld devices.

## **For the Buyer Facing Product Flows on Square Register, Square Terminal, and Square Handheld**

### **On Square devices, you should be able to:**

- Navigate and interact with interface elements using accessible touchscreen gestures.
- Access and understand most features with screen reader support.

- View content clearly without loss of information or functionality, even when using zoom or text enlargement options.

## **Non-Accessible Content**

The Buyer facing products flow on Square devices (Hardware) conforms to accessibility standards, but limitations exist on:

- Several instances where text on the customer display may be too small depending on viewing distance.
- Several semantic issues, such as missing heading markups and labels that are not programmatically associated with their respective components.
- Some instances in which text elements fail to meet sufficient color contrast requirements, affecting readability for users with visual impairments.
- Some instances in which elements are not keyboard accessible.
- Instances of improper focus management, such as illogical keyboard focus order, loss of keyboard focus and non-interactive elements being keyboard focusable
- Several instances in which interactive elements have no descriptive accessible name or no name at all, making it difficult for screen reader users to understand their purpose.
- Several instances in which status messages and updated content on the screen are not announced to the screen reader user as they appear visually.

## **Buyer Facing Product Flows on Android Mobile**

Last updated on: June, 2025.

Published Content:

Buyer facing product flows for Loyalty, Email Marketing, Gift Cards, and Text Message Marketing on Android Mobile.

## **For the Buyer Facing Product Flows on Android Mobile, you should be able to:**

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

## **Non-Accessible Content**

The Buyer facing products flow on Android Mobile conforms to accessibility standards, but limitations exist on:

- Some semantic markup issues can potentially cause confusion for Screen Reader users, such as visual headings missing a heading markup.
- In a few instances, color is used to convey information or a change of information, which can be challenging to distinguish for users with limited color vision.
- In multiple cases, buttons and links are not focusable for keyboard users.
- There are multiple instances where buttons have insufficiently descriptive accessible names, making it challenging for Screen Reader users to understand their purpose.
- Some interactive elements are missing a button role, which makes it difficult for screen reader users to perceive and interact with them as actionable controls.
- There are many color contrast issues making it challenging for visually impaired users to interact with the affected screens.
- Many input fields have no visible labels describing the purpose of the input field.

## **Buyer Facing Product Flows on iOS Mobile**

Last updated on: June, 2025.

Published Content:

Buyer facing product flows for Loyalty, Email Marketing, Gift Cards, and Text Message Marketing on iOS Mobile.

### **For the Buyer Facing Product Flows on iOS Mobile, you should be able to:**

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

## **Non-Accessible Content**

The Buyer facing products flow on iOS Mobile conforms to accessibility standards, but limitations exist on:

- Some semantic markup issues can potentially cause confusion for Screen Reader users, such as visual headings missing a heading markup.
- In a few instances, color is used to convey information or a change of information, which can be challenging to distinguish for users with limited color vision.
- Some buttons and links are not focusable for keyboard users.

- There are instances where buttons have insufficiently descriptive accessible names, making it challenging for Screen Reader users to understand their purpose.
- Some interactive elements are missing a button role, which makes it difficult for screen reader users to perceive and interact with them as actionable controls.
- There are several color contrast issues making it challenging for visually impaired users to interact with the affected screens.
- In some instances, screen reader users are not notified of on-screen updates.

## 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	<a href="#">Visit Ireland Support Centre</a>
France	<a href="#">Visit France Support Centre</a>
Spain	<a href="#">Visit Spain Support Centre</a>

- 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