

Accessibility Statement - POS App

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 application content for the Square POS Application - (includes the following devices: Square Terminal, Square Handheld) referred to as ‘Square POS app’.

Conformance Status

This Square POS app 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 Terminal/Square Handheld PIN flow

Last updated on: May, 2025.

Published Content: Square Terminal/Square Handheld PIN flow on Square devices.

For the Square Terminal/Square Handheld PIN flow, you should be able to:

- Navigate and interact with most interface elements using accessible touchscreen gestures.
- Access and understand most features through screen reader support.
- High contrast mode to support contrasting text and non-text.
- Screen reader is output from the built-in speaker on the device and for Square Terminal by way of 3.5 mm input port.

Non-Accessible Content

The Square Terminal/Square Handheld PIN flow conforms to accessibility standards, but limitations exist on the flow:

- Audio output may not be readily adjustable when utilizing the 3.5 mm port.
- Audio output may not clearly convey all screen changes.
- There may be insufficient feedback for audio output when an invalid PIN is entered.
- Some words may not be clearly output to audio.

Checkout on Square Terminal/Square Handheld Payment terminals

Last updated on: May, 2025.

Published Content: Checkout flow on the Square Square Terminal/Square Handheld payment terminals.

For Checkout flows on the Square Terminal/Square Handheld payment terminals, 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 the Checkout flows on the Square Terminal/Square Handheld payment terminal 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.
- Some instances in which content becomes truncated or overlaps when text is resized.
- Keyboard related issues, such as missing focus indicators and inaccessible links for keyboard users.
- Some issues related to assistive technology support such as with missing or incorrect labels and roles.

Square Handheld Buyer Flow

Last updated on: June, 2025.

Published Content: Buyer flow on the Square Handheld payment terminal.

For Buyer flow on the Square Handheld payment terminal, 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 the Square Handheld Buyer flow are not fully accessible. This includes:

- Multiple instances where informative images are not focused and announced using the screen reader.
- Several semantic issues, such as missing heading markups, missing list markups and lack of programmatic associations
- Many instances in which text and non-text elements fail to meet sufficient color contrast requirements, affecting readability for users with visual impairments.
- Some instances in which elements or entire screens are not keyboard accessible.
- Issues related to improper focus management, such as illogical keyboard focus order, loss of keyboard focus and the keyboard focus not being contained inside modals.
- Some 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 are not announced to the screen reader user as they appear visually.
- Missing focus indicators for keyboard users, resulting in difficulties for the user to orientate themselves on the screen.

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