



Europ Assistance Vai S.p.A.

Accessibility statement

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Europ Assistance Vai S.p.A.

Sede sociale, Direzione e Uffici: Via del Mulino, 4 - 20057 Assago (MI) - Tel. 02.58.38.41 - Fax 02.58.47.70.74
Indirizzo posta elettronica certificata (PEC): EuropAssistanceVaiSpA@pec.europassistance.it
Capitale Sociale Euro 4.324.620,00 i.v. - REA 1515559 - Partita IVA 01333550323, Codice Fiscale e Reg. Imprese Milano 11989340150
Società appartenente al Gruppo Generali, iscritto all'Albo dei Gruppi assicurativi - Società unipersonale, soggetta alla direzione e al coordinamento di Assicurazioni Generali S.p.A.

www.europassistance.it





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Accessibility statement for My Clinic

This accessibility statement applies to <https://myclinic.europassistance.it>

This website is run by **Europ Assistance VAI SPA**. We want as many people as possible to be able to use this website.

Feedback and contact information

We're always looking to improve the accessibility of this website. If you find any problems please contact us:

- Segnalazioni.accessibilita@europassistance.it

The email must include:

- First and last name
- Address of the web page or section of the site or customer area that is the subject of the report
- Clear and concise description of the problem encountered
- Tools used (e.g., operating system, browser, assistive technologies, etc.)

We'll consider your request and get back to you in 30 days.

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Technical information about this website's accessibility

We are committed to making our website accessible, in accordance also with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Compliance status:

This website is **partially compliant** with the [EN 301 549](#) "Accessibility requirements for ICT products and services", the European Standard and [Web Content Accessibility Guidelines version 2.2](#) AA standard.

Non-compliance with the accessibility regulations

- C.9.1.1.1 - Not all non-text content presented to the user has a text alternative that serves the equivalent purpose.
- C.9.1.3.1 - In some cases, information, structure or correlations conveyed by the presentation of pages cannot be determined programmatically (or are not available through text);
- C.9.1.3.5 - The purpose of certain input fields that accept specific data is not communicated correctly to the a.t. or has not been implemented correctly;
- C.9.1.4.1 - In some cases, color alone has been used to identify a purpose or distinguish an information or function;
- C.9.1.4.3 - Where not allowed, visual representation of text and images containing text does not always have the minimum contrast ratio required ***;
- C.9.1.4.4 - Some texts, except for subtitles and images containing text, cannot be resized up to 200 percent without using assistive technologies and without losing content and functionality;
- C.9.1.4.10 - Content that does not require a representation in two dimensions (such as data

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tables or maps) does not rearrange when resizing;

- C.9.1.4.11 - For some essential components, even in different states, the color contrast compared to adjacent elements does not exceed the ratio of 3:1;
- C.9.2.1.1 - Some features cannot be activated by keyboard (or similar input interface);
- C.9.2.2.1 - There is an element or timed event in which it is not possible even one of the following things: deactivating time limit before reaching it, adjusting its limit, cannot extend up to 10 times, the user is not warned before the expiry of the time (except in conditions allowed by law);
- C.9.2.4.1 - There is no mechanism to skip content blocks that repeat on multiple web pages;
- C.9.2.4.2 - Some web pages do not have titles that describe the topic or purpose;
- C.9.2.4.3 - In some web pages that can be browsed sequentially and in which the navigation sequence affects their meaning and functioning, some objects that may receive the focus do not receive it with an order that preserves the meaning and operation of it;
- C.9.2.4.4 - The purpose of certain links cannot be determined by the link text or by the link text together with adjacent content;
- C.9.2.4.6 - Headers and/or labels do not sufficiently clarify content or functionality;
- C.9.2.4.7 - On some interactive elements the focus indicator is not visible;
- C.9.3.3.1 - In some cases, when an input error is automatically detected, the erroneous item is not identified and/or the error is not described by text;
- C.9.3.3.2 - In some cases no labels or instructions are provided when the content requires input actions by the user;
- C.9.4.1.2 - In some cases, user interface components (including: module elements, script-generated links and components), name, role, state, property and values are incorrect or set, or the user a.t. are not warned when these attributes change;
- C.9.4.1.3 - In some cases state messages are not presented to the user so that a.t. interpret them without having to move the focus.

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