

# LeadDesk Widget Accessibility Statement

This accessibility statement applies to the service LeadDesk chat widget and was prepared/updated on 23 May 2025. The service is subject to the Act on the Provision of Digital Services, which requires that public online services must be accessible.

The accessibility of the service has been assessed by an external expert organization

## Accessibility status

Partially meets accessibility requirements

## Non-accessible Content

### The website is not yet fully compliant with the requirements

#### Perceivable: Incorrect Focus Position

Non-accessible content and its deficiencies:

The screen reader focus deviates from the expected.

#### Accessibility criteria not met

- 1.3.1 Info and Relationships

#### Perceivable: Responsiveness Issues

Non-accessible content and its deficiencies:

The service interfaces do not scale correctly when using mobile devices.

#### Accessibility criteria not met

- 1.4.10 Reflow

#### Perceivable: Weak Contrasts

Non-accessible content and its deficiencies:

There are weak contrast ratios in the non-textual content of the service.

#### Accessibility criteria not met

- 1.4.11 Non-text Contrast

#### Perceivable: Decorative Images

Non-accessible content and its deficiencies:

The service contains so-called decorative images that are not hidden from the screen reader.

#### Accessibility criteria not met

- Non-text Content

#### Perceivable: Inaccurate Headings

Non-accessible content and its deficiencies:

The chat window is not semantically structured using H heading tags.

#### Accessibility criteria not met

- 1.3.1 Info and Relationships

#### Understandable: Transition to Another Service Without Warning

Non-accessible content and its deficiencies:

The user is transferred to an external service without prior visual or programmatic warning.

#### Accessibility criteria not met

- 3.2.2 On Input

### **Understandable: Mixed Languages**

Non-accessible content and its deficiencies:

The service contains elements whose language differs from the declared content language of the site and for which the corresponding semantic language attribute has not been set.

#### **Accessibility criteria not met**

- 3.1.2 Language of Parts

Robust: Status Messages

Non-accessible content and its deficiencies:

The service interface does not provide sufficient information about interactions to assistive technologies.

#### **Accessibility criteria not met**

- 4.1.3 Status Messages

### **Robust: Unnamed or Poorly Named Buttons**

Non-accessible content and its deficiencies:

The service contains buttons that are not named or whose function is not clearly described to users of assistive technologies.

#### **Accessibility criteria not met**

- 4.1.2 Name, Role, Value

## **Service-specific Additional Requirements and Other Information**

### **General description of the digital service**

This is a chat service that can be used to contact customer services. This service is used on customers' own sites as a separate section.

### **Did you notice an accessibility issue in our digital service? Let us know and we will do our best to fix the issue**

#### **By email**

[support@leaddesk.com](mailto:support@leaddesk.com)

### **Supervisory Authority**

If you notice accessibility issues on the site, first give feedback to us, the site administrators. It may take 14 days to respond. If you are not satisfied with the response you receive or do not receive a response at all within two weeks, you can file a complaint with [Traficom](#), opens in a new window. The Traficom website provides detailed instructions on how to file a complaint and how the matter will be handled.

### **Contact details of the supervisory authority**

Finnish Transport and Communications Agency Traficom

Digital Accessibility and Accessibility Supervision Unit

P.O. Box 320

00059 TRAFICOM

[www.saavutettavuusvaatimukset.fi](http://www.saavutettavuusvaatimukset.fi)

[saavutettavuus\(at\)traficom.fi](mailto:saavutettavuus(at)traficom.fi)

Phone number switchboard: 029 534 5000