

# Accessibility Statement

*Last updated: 27th of June 2025*

*Planned update: 1 December 2025*

## Introduction

At Bitvavo, we are committed to ensuring our digital platforms are accessible to everyone, including people with visible and invisible disabilities. This accessibility statement outlines the current status of our platforms, identifies known issues, details our improvement plan, and explains how you can contact us regarding accessibility matters.

## *What is digital accessibility?*

Digital accessibility means that websites, mobile apps, and other digital tools are designed and developed so that everyone can use them effectively. This includes features such as:

- Compatibility with screen readers
- Keyboard navigation
- Sufficient color contrast
- Clear and understandable content

## **Our ambition**

Bitvavo's mission is making digital assets accessible to everyone. Our team aims to play an important role in the rise of digital assets by offering our platform to millions of people. We are therefore committed to make our platform as accessible as possible.

Our platform is designed for both novice and experienced traders, offering clear navigation, insightful tools, and robust functionality. We will continue to invest in enhancing our product to meet recognized accessibility standards. As part of this commitment, we aim to achieve full compliance with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA by 1 June 2026, ensuring our platform can be used effectively by people with diverse abilities.

## **About the European Accessibility Act (EAA)**

The European Accessibility Act is an EU directive aimed at improving the accessibility of products and services across the European Union. It sets common accessibility requirements for key areas such as websites, mobile applications, e-commerce, banking services, and digital communication tools. The EAA ensures that people with disabilities can participate fully in the digital economy and society.

From 28 June 2025, organizations that fall under the scope of the EAA - such as financial institutions, e-commerce platforms, and digital service providers - are legally required to ensure their digital services are accessible to consumers. This includes meeting technical standards such as WCAG 2.1 Level AA.

## **Purpose of This Accessibility Statement**

This Accessibility Statement explains how Bitvavo is working to meet the requirements of the European Accessibility Act. It outlines our current level of compliance, ongoing efforts, and future goals regarding digital accessibility. This accessibility declaration complements other organizational statements and reflects our broader commitment to inclusive and responsible service delivery.

## **Control and assurance**

To verify that we are sufficiently accessible to our visitors, accessibility guidelines have been established: the Web Content Accessibility Guidelines (WCAG). There are different versions, and the legislation refers to WCAG 2.1 at level A and AA. The WCAG consists of four main principles that a website must meet:

- **Perceivable:** all parts of the website must be findable and readable for everyone.
- **Operable:** everyone must be able to operate and navigate the website, regardless of technological or personal limitations.
- **Understandable:** all information and interactions on the website must be understandable.
- **Robust:** all information must be reliably accessible via different browsers or assistive technologies (such as screen readers).

## **Accessibility of our products**

### **Services**

We provide services through our mobile and web versions of our product, where any visitor can access different services and capabilities. The main

functionalities available on our platforms include:

- Creating a personal account to become a customer
- Managing digital assets: browsing, buying, selling, withdrawing, and depositing assets
- Viewing your own portfolio of assets, review your balance, orders and rewards balance
- Review and manage personal inbox and price alerts
- Accessing account settings: personal details, verification, address book, transaction history, notifications, payment accounts, trading fees and order types, security settings, system theme, staking enablement, lending enablement, feedback, help assistant
- Access legal information related to: User agreement, Privacy Disclosure, Conflict of Interest and Complaints
- Logging out of our platform

## **Accessibility status**

The latest assessment from 21st of February 2025 shows that bitvavo.com is partially conformant with the Web Content Accessibility Guidelines (WCAG) 2.1 level A and AA. This means that some parts of the content do not fully conform to the accessibility standard. For each unmet requirement, the cause is known, and the consequences are described. The report outlines accessibility barriers identified in our platforms, based on the WCAG 2.1 A and AA standard.

[Mobile report](#)

[Web report](#)

To address these issues, Bitvavo has allocated 1.068 engineering hours to implementing accessibility improvements. Our goal is full compliance with WCAG 2.1 AA guidelines by 01 June 2026.

*Key milestones:*

- Q3 2025: Remediation of issues affecting critical issues
- Q4 2025: Remediation of issues affecting high priority issues
- Q1 2026: Remediation of issues affecting medium priority issues
- Q2 2026: Final testing, documentation updates, and public progress update

### *Known issues and alternatives*

Missing labels on form fields (e.g., first and last name)

Alternative: Users can contact support to complete onboarding via chat or email.

Color-only indicators and low-contrast input borders

Alternative: Users can enable device-level accessibility features like Smart Invert or High Contrast Mode.

## **Measures to ensure accessibility**

What are we doing to keep our services accessible? We take the following measures to ensure accessibility of Bitvavo:

We apply the accessibility standards in our product development lifecycle (WCGA 2.1)

All new features undergo manual and automated accessibility testing

We consult with external accessibility experts periodically to validate our work

Checks are carried out to ensure that we comply with accessibility regulations. The primary supervisory authority in the Netherlands responsible for this is The Dutch Authority for the Financial Markets (AFM).

We are also required to report it ourselves if we determine that we do not meet an accessibility requirement. In such cases, we must take appropriate action to resolve the issue.

## Feedback

We welcome feedback on the accessibility of our services. If you experience a barrier or have a suggestion, please contact us:

Email: [support@bitvavo.com](mailto:support@bitvavo.com)

Chat: Click [here](#) to chat with us

Our support team will acknowledge your message within 2 business days and aim to provide a resolution or update within 7 business days.