

Accessibility Statement – sproof sign

Accessibility Statement for Services

As part of our accessibility statement, we would like to provide you with an overview of the current conformance of our service with accessibility requirements according to applicable legal regulations, in particular the Austrian Accessibility Act (Barrierefreiheitsgesetz - BaFG), which will apply from June 28, 2025, as well as the European Directive (EU) 2019/882 on accessibility requirements for products and services, which was transposed into national law by the BaFG.

Our goal is to design contract and signature processes in such a way that they are equally accessible to all people, regardless of their abilities. In doing so, we are guided by values such as trust, customer focus, simplicity, innovation, community, and sustainability. Inclusion is an integral part of these values. For us, accessibility is not just a technical requirement, but a fundamental component of our corporate philosophy and our development processes.

Information about the Service Provider

sproof GmbH, Urstein Süd 19/2, 5412 Salzburg, Austria

General Description of the Service

sproof sign is a web-based solution for digital signatures and contract processes.

Preparation of this Accessibility Statement

- Date of preparation of the accessibility statement: September 16, 2025
- Date of the last review of the services regarding accessibility requirements: September 16, 2025

Explanations on the Provision of the Service

Our company is committed to providing a first-class user experience for all users, including people with disabilities. A dedicated Usability and Accessibility Team continuously works on optimizing our platform. Our design system includes accessible elements that are based on the internationally recognized Web Content Accessibility Guidelines (WCAG) 2.1, Level A and Level AA.

Further [information on the WCAG guidelines](#) can be found on the official website.

Conformance Status

Areas that are accessible:

- **Signature Process:** Special focus has been placed on ensuring that the user interface for signing documents is accessible. The Fastlane in sproof sign is a maximally simplified process for digitally signing documents and is fully compliant.
- **Editor:** The sproof sign Editor is partially accessible. It is primarily intended for a small group of users, such as admins and plan owners, who manage the process.

Areas that are not yet accessible:

- **Plan Management:** The accessibility of the plan management area, including all plan settings, rights and role management, and technical integration aspects, cannot be guaranteed, as the implementation would constitute a disproportionate burden for the organization.

sproof GmbH is working diligently to ensure the accessible design of its web application.

For a better user experience and to increase accessibility, we recommend using it in combination with the following web tools:

- **Microsoft Windows:** Non-Visual Desktop Access (NVDA) screen reader in conjunction with Google Chrome or Mozilla Firefox.
[Further information on the NVDA screen reader](#) can be found online.
- **Apple Mac and iOS:** Use of VoiceOver with the Apple Safari browser.
[Details on VoiceOver](#) can be found on the official website.

Recommendation for Sending Accessible Signature Requests

sproof sign has no influence on the accessibility of the documents uploaded by users. For creating documents that are to be sent out for signature, we recommend using common accessibility checking tools, such as the checker function in Adobe Acrobat Reader or the PAC - PDF Accessibility Checker tool, to identify and subsequently fix accessibility issues.

Information on [Adobe Acrobat Reader](#) and [PAC - PDF Accessibility Checker](#) can be found on their official websites.

Recommendations for Creating Documents:

- Use heading styles for structure.
- Use list formats for enumerations.
- Ensure sufficient color contrast in the documents.
- Keep the layout simple to ensure optimal readability.
- Keep the language simple and the documents short, if possible.

Recommendations for Arrangements in sproof sign:

- Utilize the options in sproof sign to design the interface according to your corporate identity (CI) (colors, logo, backgrounds, etc.).
- When setting the system colors in sproof sign, ensure sufficient contrast and use a suitable checking tool, such as the [WebAIM Contrast Checker](#).
- Use the sproof sign Fastlane whenever possible. This gives recipients of signature requests simplified access options (QR code, simple link, etc.) and guides them through a significantly reduced user interface.
- Use clear subject lines for your signature requests (invitation by email) and explain the reason for your request in the invitation text.
- Use form fields with descriptive titles.
- Check your signature requests with the preview function.

Assessment of the Accessibility Status

The assessment of the accessibility status is based on our self-assessment. For us, accessibility is not just a technical requirement, but a fundamental component of our corporate philosophy and development processes.

Feedback and Contact Information

If you have any questions or suggestions for improving the accessibility of our products, please do not hesitate to contact us. Your feedback is of great value to us and helps us to further optimize our processes.

Contact us by email: accessibility@sproof.com

Enforcement Procedure

If you identify any shortcomings regarding accessible design on our website and are not satisfied with our response to your inquiry, you can file a complaint with the Arbitration Board for Digital Accessibility.

The board will review whether your complaint concerns a violation of the provisions of the Austrian Accessibility Act (Barrierefreiheitsgesetz - BaFG), particularly deficits in compliance with accessibility requirements by sproof GmbH.

If the complaint is justified, the arbitration board will issue recommendations for action and propose measures to remedy the existing shortcomings.

The arbitration procedure is free of charge.

[Complaints form](#)