

Information on digital accessibility within [ZND.co](#)

As the provider of the [ZND.co](#) Platform, we believe that access to the digital world is a fundamental right of every human being. Our mission is to create an open, inclusive, and barrier-free online environment where all users of our Platform, regardless of their physical, sensory, or cognitive abilities, can fully and independently use the products and services we offer. This Accessibility Information outlines the steps we have taken to achieve the above objectives within the framework of the [ZND.co](#) website and the electronic services we provide in this area.

I. Legal Framework

Our digital accessibility activities are closely aligned with the applicable legal framework and international standards.

This information has been prepared based on the following acts and guidelines:

- **Directive (EU) 2019/882 of the European Parliament and of the Council of April 17, 2019** on accessibility requirements for products and services (known as the "[European Accessibility Act](#)").
- **The Estonian [Product and Services Accessibility Act](#) of May 30, 2022**, which implements the provisions of the European Accessibility Act into Estonia's national legal order.
- **Web Content Accessibility Guidelines (WCAG) 2.1**, as an internationally recognized technical standard.
- **Harmonized Standard EN 301 549 V3.2.1**, which defines accessibility requirements for ICT products and services in Europe.
- As well as other regulations, including the national regulations of EU Member States, to the extent that we are required to apply them in the context of the ZND Platform we provide.

At the same time, we would like to point out that these provisions do not apply to products and archived content on the website that were added before June 28, 2025.

II. Information on digital accessibility at ZND.co

We believe that our website should be open to everyone. That is why we are taking active steps to make our website as accessible and useful as possible, while declaring our commitment to continuous improvement and enhancement, listening to the voices of our users. Below are the key areas we focus on:

1. **Accessibility on any device (Responsive Design):** Whether you use a computer, tablet, or smartphone, our website automatically adjusts to the screen size of your device.
2. **Intuitive operation (Easy Navigation):** We have designed the structure of the website with simplicity in mind. We ensure logical and predictable navigation of the site, both with a mouse and for those navigating with a keyboard.
3. **Reading comfort (Text Customization):** We adjust the size of the content to meet accessibility requirements, allowing you to customize it to your preferences.
4. **Comprehensible images (alternative descriptions):** We are gradually adding alternative descriptions to all relevant graphics, which is helpful for people using screen readers.
5. **Clean and logical code:** We make sure that our website code is correct and semantic, which makes it easier for assistive technologies to interpret the content.
6. **Development based on your needs (Community Collaboration):** Your opinion is invaluable to us. We listen to the voices of all users, especially those with disabilities, in order to continuously improve our website and remove any barriers encountered.

This information has been prepared on the basis of a compliance analysis carried out by the Company. At the same time, we would like to point out that we are constantly working to improve in this area, which will result in the improvement and expansion of the accessibility of our services for people with disabilities.

The statement is reviewed periodically, at least once every twelve months, and after each significant update of the website.

III. Feedback Procedure and Contact Details

We view accessibility as a process of continuous improvement, in which dialogue with our users plays a key role. We encourage you to share any insights, suggestions, or questions you may have regarding the accessibility of our platform. All feedback is invaluable to us.

To this end, please contact us at:

- **Email address:** support@znd.co
- **Mailing address:** ZND.CO OÜ, address: Harju maakond, Tallinn, Lasnamäe linnaosa, Tähesaju tee 9 (office no. 7, 2nd floor), 13917, Estonia

We undertake to carefully consider each request and provide a substantive response as soon as possible, within **14 days**.