

Accessibility statement for Factoring Online in Finland

This accessibility statement applies to Factoring Online in Finland. This accessibility statement is updated on 17.12.2020.

The accessibility of the service has been assessed by Nordea in collaboration with the system provider.

Accessibility status of the digital service

Nordea's Factoring Online in Finland meets partially the accessibility requirements. The target is to have the identified gaps fixed during 2021, unless otherwise stated below.

Inaccessible content of the digital service

The service is not yet fully compliant in the following identified areas.

Perceivable

1.1.1 Non-text content (A), Provide text alternatives for non-text content

In some areas graphs are missing corresponding tables, however information is very often possible to find elsewhere in tables. Issues with graph values not pronounced correct has been identified.

1.3.1 Info and relationships

Some modal dialog boxes not properly announced.

1.4.3 Contrast (Minimum)

Contrast ratio in Factoring Online with current Nordea colours being used is measured being at approx. 3,5 out of required 4,5.

1.4.10 Reflow

Zoom function only works until 200% anything beyond that cause pages not to be scrollable.

1.4.11 Non-text Contrast

For non-text items the contrast is below the recommended.

Operable

2.2.1 Timing adjustable (A), Time limits have user controls

There is a fifth-teen (15) minute timeout for the system when not used. This is applied for security reasons.

2.4.3 Focus order

Graphs are presented as images.

2.4.6 Headings and labels

Headings aren't used in Factoring Online which can make it difficult to quickly access certain parts of the system.

2.4.7 Focus Visible

Keyboard focus is not clear and visible. Target is to change in 2021.

Understandable

3.1.2 Language of parts (AA), Tell users when the language on page changes

Language is set by service provider based on agreement with the user. Language does not change during the session.

Robust

4.1.1 Parsing errors

Parsing errors in the code has been identified.

Accessibility feedback

Did you find accessibility difficulties in our digital services? If you did not find an answer in our accessibility statement regarding the service, please send us feedback.

Supervisory authority

If you notice accessibility issues with the site, first provide feedback to us, the site administrator. The response can take 14 days. If you are not satisfied with the answer you have received or do not receive a reply at all within two weeks, you can report it to the Regional State Administrative Agency of Southern Finland. The website of the Regional State Administrative Agency of Southern Finland explains in detail how the notification can be made and how the matter is handled.

Contact details of the supervisory authority

Regional State Administrative Agency of Southern Finland

Accessibility Control Unit

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