



## **Persons with Disabilities Policy**

Version	Modified by	Modifications made	Date modified
1.0	SPB	Content	02/2025

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## 1. Scope of application

This Policy defines the organizational principles of reception and service of persons with disabilities who apply to the Incode Czech Republic s.r.o., ID number: 22635891, with its registered address: Pujmanové 1753/10a, Nusle, 140 00 Praha 4, Czech Republic ("**QTSP**") in order to receive electronic trust services.

## 2. Definition of terms

In this Policy, the terms are used in the meanings given in the following applicable laws:

- Act No. 99/2019 Coll., on the Accessibility of Websites and Mobile Applications, transposing Directive (EU) 2016/2102 and setting accessibility requirements for digital services.
- Act No. 297/2016 Coll., on Trust Services for Electronic Transactions, implementing Regulation (EU) No 910/2014 (eIDAS) and governing electronic identification and trust services.
- Regulation (EU) No 910/2014 (eIDAS Regulation), which governs electronic identification and trust services across the EU.
- Other applicable Czech and EU laws regulating the rights of persons with disabilities, electronic trust services, and accessibility.

## 3. Content

QTSP provides:

- creation of appropriate conditions for access of persons with disabilities to the premises of service points of QTSP and separate registration points, where users of electronic trust services are serviced (further - premises of service points);
- informing about the conditions of accessibility of the premises of service points for persons with disabilities in a place accessible for visual perception of such information;
- free and unimpeded access of persons with disabilities to the premises of service points;
- physical accompaniment of persons with disabilities to the premises of service points (if necessary);
- registration of users of electronic trust services with the participation of separate registration points, as well as on-site registration administrators;

- Accessibility of the information contained on the official website of QTSP for persons with disabilities in accordance with the requirements of ČSN EN 301 549 V3.2.1 "Požadavky na přístupnost IKT produktů a služeb", which sets accessibility standards in line with Act No. 99/2019 Coll., on the Accessibility of Websites and Mobile Applications, implementing Directive (EU) 2016/2102.

The Security Manager owns this document and is responsible for its regular review and updates to ensure compliance with the applicable laws. This document shall be reviewed at least annually or whenever significant legal, regulatory, or operational changes occur.

The current version of this document is available and published.

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