

Newsletter

Mobile applications and e-commerce with new accessibility rules for the benefit of people with disabilities and people with functional limitations



February 2025

New rules effective June 2025

Decree-Law 82/2022, which transposes Directive (EU) 2019/882 on accessibility requirements for products and services, takes effect this year (June 28) for products placed on the market and services provided to consumers.

The rules apply to products and services, such as computer equipment and operating systems for consumer use, e-book readers, electronic communications services, emergency communications (*i.e.* 112 number) or e-commerce services (*e.g.* mobile applications and *websites*), and oblige manufacturers, importers, distributors and service providers.

It is now necessary to comply with a set of accessibility obligations for the benefit of people with disabilities and people with functional limitations, detailed in Ordinance 220/2023:

- the obligation for service providers to provide information to assess how the service complies with legal accessibility requirements, including it in the general terms and conditions or in an equivalent document, *i.e.* in practice drawing up an accessibility statement to be included in contracts and terms and conditions of mobile applications and websites.

Failure to comply with these requirements constitutes an administrative offense punishable by a fine, without prejudice to possible civil liability or the application of any other sanction that may apply. The amounts of the fines depend on the classification of the seriousness of the infractions, with fines of between €12,000.00 and €24,000.00 being applicable to legal persons for serious administrative offenses and fines of between € 24,000.00 and € 44,891.81 for very serious offenses.

It is therefore imperative that companies falling within the scope of the law review compliance with the legal rules, in particular compliance with the possible need to provide an accessibility statement and validate whether it is necessary to indicate specific accessibility information for the products marketed or services provided.

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