



Accessibility Statement for Websites and Mobile Applications for Entities Referred to in Article 3, Paragraph 1-bis of Law No. 4 of 9 January 2004

Tinexta InfoCert S.p.A. is committed to making its website accessible in compliance with Law No. 4 of 9 January 2004. This accessibility statement applies to <https://help.infocert.it>; <https://help.infocert.digital>; <https://contatta.infocert.it/ticket/>; <https://contatta.infocert.it/ticket-digital-help/>; widget-agent.infocert.it.

This statement also applies to the Trusty software developed by InfoCert S.p.A. The Trusty software is designed to comply with the technical standard EN 301 549 v.3.2.1 for websites and mobile applications, which is equivalent to level "AA" of the Web Content Accessibility Guidelines (WCAG), version 2.1.

Manufacturer identification: Tinexta InfoCert S.p.A., Piazzale Flaminio 1/B, 00196 – Rome (RM), Italy
Product/Service identification: Trusty

Compliance Status

Partially compliant

The websites and the Trusty software are partially compliant with the requirements set out in Appendix A of the UNI CEI EN 301549 standard. The identified issues apply to certain pages of the analyzed touchpoints, and the following non-conformities have been detected:

- Non-descriptive CTA labels or non-compliant touch target areas
- Insufficient color contrast
- Lack of alternative texts and/or ARIA attributes
- Missing H1 tags or non-compliance with the hierarchical structure of headings
- Poorly responsive layout when text is scaled to 200%
- Low visibility of focus on certain components
- Cards are clickable but lack a visible button to access details
- Elements without accessible labels or instructions
- Certain elements do not receive focus, making them non-navigable via keyboard or screen reader

InfoCert is committed to meeting the requirements set out in Appendix A of the UNI EN 301549 standard in future releases.

Drafting of the Accessibility Statement

This statement was drafted on 22/10/2025

The assessment was conducted by third parties and internal resources through objective and subjective analysis (Article 3, Paragraph 1 of EU Commission Implementing Decision 2018/1523).

Procedure for Submitting Reports and Contact Details of the Provider

Reports regarding potential accessibility non-compliance can be submitted via email to: accessibilita@infocert.it.

Procedure for Submitting Reports to AgID

If the response is unsatisfactory or no response is received within 30 days of notification or request, the concerned party may submit a report to AgID via certified email (PEC) at: protocollo@pec.agid.gov.it.

Information on the Website

1. Date of publication of the website: 30/10/2019
2. Usability testing performed: yes
3. CMS used for the website: JavaScript, HTML, CSS, WebSocket

Technical specifications of the application

The Trusty software integrates with InfoCert's main digital properties and is available both via browser and through proprietary applications, ensuring consistent access and a seamless user experience regardless of the channel used. The software activation date is 11/09/2023.

The main technologies used include:

- JavaScript, HTML5, and CSS3
- External CDN
- Custom event management and WebSocket
- Configurable HTML datasets
- Large Language Models (LLM)