



**POLICY
of service for persons with disabilities
qualified trust service provider "Diia"**

1. Introduction

The modern period of social development is characterized by the strengthening of the role of information and information and communication technologies, which become factors of social progress and well-being.

The development of the information society causes changes in almost all spheres of life. The availability of information and communication technologies radically changes the ways of working with data and interaction between people, the state and business.

That is why one of the priorities of a modern company should be expanding access to information and communication technologies and providing digital products and services to all categories of consumers, including people with disabilities.

This approach is the only way to achieve digital engagement on a global scale.

The qualified trust service provider "Diia" (hereinafter - QTSP "Diia") understands the importance of expanding access to information and communication technologies and providing digital products and services to all categories of consumers, including people with disabilities.

2. Scope of application

This Policy defines the organizational principles of reception and service of persons with disabilities who apply to the QTSP "Diia" in order to receive electronic trust services.

3. Definition of terms

In this Policy, the terms are used in the meanings given in the Laws of Ukraine "On the Basics of Social Protection of Persons with Disabilities in Ukraine", "On Electronic Identification and Electronic Trust Services", Resolution of the Cabinet of Ministers of Ukraine of November 7, 2018 No. 992 "On Approval of Requirements in the field of electronic trust services and the Procedure for checking compliance with the requirements of legislation in the field of electronic trust services", as well as other normative legal acts.

4. Content

QTSP "Diia" provides:

creation of appropriate conditions for access of persons with disabilities to the premises of service points of QTSP "Diia" 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 "Diia" for persons with disabilities in accordance with the requirements of DSTU EN 301549:2022 "Information technologies. Requirements for the accessibility of ICT products and services", approved by order of the state enterprise "Ukrainian Research and Training Center problems of standardization, certification and quality" dated 05.05.2022 No. 68;

the possibility of using electronic trust services, as well as hardware and software devices and software used to provide electronic trust services and intended for end users of electronic trust services, for persons with disabilities on an equal basis with other natural persons (if this is practically possible).