



## Accessibility Statement for Insait

At Insait, we are committed to ensuring that our website, digital agent, and personalization engine are fully accessible to all users, including individuals with disabilities. We integrate accessibility into our services to ensure that everyone can benefit from our technology without barriers.

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### Compliance with Accessibility Standards and Regulations

We adhere to the following regulations and guidelines to maintain our commitment to accessibility:

- **Web Content Accessibility Guidelines (WCAG) 2.1:**  
Our website and digital services comply with WCAG 2.1 Level AA standards, developed by the W3C, which ensures digital content is accessible to individuals with disabilities.
- **Americans with Disabilities Act (ADA):**  
We follow Title III of the ADA, ensuring our digital services are as accessible as physical services, providing an equal experience across all platforms, including assistive technology users.
- **Section 508 of the Rehabilitation Act:**  
We comply with Section 508, which mandates accessibility for federal digital content.
- **European Union Web Accessibility Directive:**  
For EU-based users, we meet the European Union Web Accessibility Directive (Directive (EU) 2016/2102) requirements.

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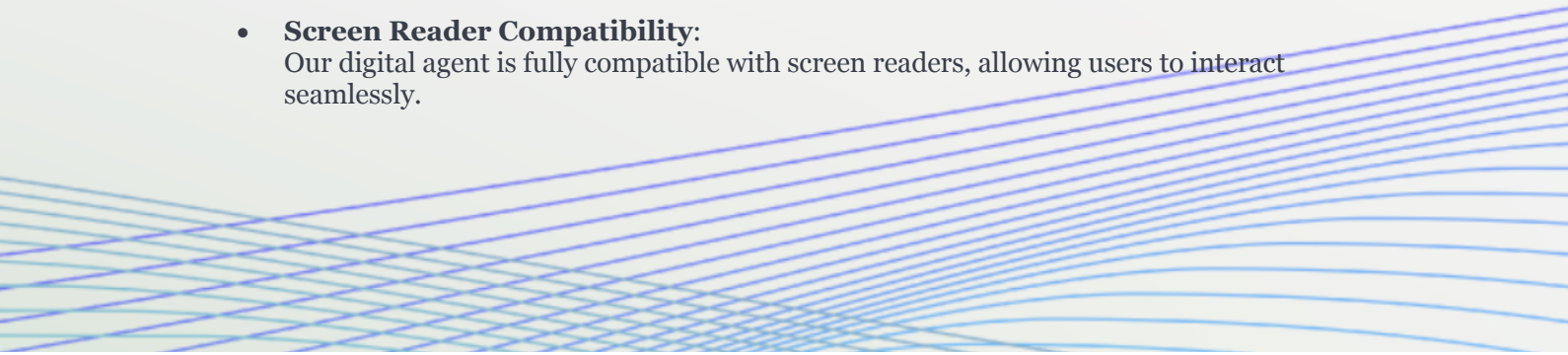
### Accessibility Features and Implementation

We have implemented several features to enhance accessibility across our services:

#### 1. Website Accessibility

- **Keyboard Navigation:**  
Users can navigate the website using only a keyboard, including tab navigation with clear focus indicators.
- **Text Alternatives for Non-Text Content:**  
We provide alt text for images, captions for videos, and descriptions for complex visuals to ensure assistive technologies can convey content meaning.
- **Color Contrast:**  
We ensure our website meets a minimum contrast ratio of 4.5:1 for regular text and 3:1 for large text for users with visual impairments.
- **Resizable Text:**  
Users can resize text up to 200% without loss of functionality or clarity.

#### 2. Digital Agent Accessibility

- **Screen Reader Compatibility:**  
Our digital agent is fully compatible with screen readers, allowing users to interact seamlessly.
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- **Simplified Language:**  
Clear, concise language improves readability, especially for users with cognitive disabilities.
- **Alternative Input Methods:**  
We support text and voice input, accommodating various user needs, including mobility impairments or speech disabilities.

### 3. Personalization Engine Accessibility

- **User Preferences:**  
Our personalization engine adjusts content delivery based on user preferences (e.g., font size, color schemes, contrast levels).
- **Adaptive Interactions:**  
Interactions can be tailored to support different input methods (keyboard, mouse, or voice commands).
- **Inclusive Design:**  
We prioritize accessible design from the start to ensure all users can benefit from our services without additional modifications.

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## Metrics and Monitoring

To maintain and improve accessibility, we track the following metrics:

- **Accessibility Audits:**  
We conduct automated and manual accessibility audits, testing with various assistive technologies (e.g., JAWS, NVDA, voice commands) to ensure compliance with WCAG 2.1 Level AA.
- **User Feedback:**  
We actively gather feedback from users with disabilities to improve our services. Users can easily report issues or suggest improvements via email.
- **Ongoing Training:**  
Our design and development teams undergo continuous training on accessibility standards to ensure all updates meet current best practices.
- **Accessibility KPIs:**  
We measure accessibility success through KPIs such as task completion rates for users with disabilities, screen reader compatibility, and the percentage of website components passing WCAG criteria.

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## Ensuring Compliance

To guarantee compliance with accessibility standards, we take the following steps:

- **Regular Testing:**  
We test our services across devices, browsers, and assistive technologies to ensure consistent accessibility. Testing is integrated into our quality assurance processes for new features and updates.
- **Third-Party Certification:**  
We work with external accessibility experts to verify our adherence to accessibility standards. We also conduct periodic third-party audits to identify and resolve any issues.



- **Legal Assurance:**  
Our legal team ensures that we comply with all relevant accessibility laws and regulations, providing assurance to our users and stakeholders.
- **Continuous Improvement:**  
As accessibility standards evolve, so do our practices. We continuously improve our services to stay at the forefront of accessibility innovations.

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## Contact Us

If you encounter any accessibility barriers on our website, digital agent, or personalization engine, or if you have suggestions for improvement, please reach out to us:

- **Email:** [accessibility@insait.io](mailto:accessibility@insait.io)

We are committed to resolving issues promptly and ensuring an inclusive experience for all.