

# Information on Digital Accessibility in zondacrypto

**Publication date:** June 28, 2025

## Preamble

At **zondacrypto**, we believe that access to the digital world is a fundamental right for everyone. Our mission is to create an open, inclusive and barrier-free online environment where all customers, regardless of their physical, sensory or cognitive abilities, can fully and independently enjoy the products and services we offer. This Accessibility Information outlines what steps have been taken to achieve the above.

This document applies to the website available at <https://zondacrypto.com/en/home> and related services provided electronically.

## Legal Basis and Standards

The Company's efforts to ensure digital accessibility are closely aligned with the applicable legal framework and international standards. This release is based on the following acts and guidelines:

- **Directive (EU) 2019/882 of the European Parliament and of the Council of April 17, 2019** on accessibility requirements for products and services (known as the "[European Accessibility Act](#)").
- **The Estonian [Product and Services Accessibility Act](#) of May 30, 2022**, which implements the provisions of the European Accessibility Act into Estonia's national legal order.
- **Web Content Accessibility Guidelines (WCAG) 2.1**, as an internationally recognized technical standard.
- **Harmonized Standard EN 301 549 V3.2.1**, which defines accessibility requirements for ICT products and services in Europe.
- And other regulations, including national regulations of the Member States, to the extent that the obligation to apply them rests with the Operator of the zondacrypto Platform.

At the same time, we point out that these regulations do not apply to products and archived content on the site introduced before June 28, 2025.

## Compliance Information

We are committed to ensuring that every user can comfortably use our site. Therefore, we have implemented and are constantly developing solutions to **improve its accessibility**, while declaring our desire to continuously improve and enhance it, listening to the voice of users. Our efforts are being made to implement the following:

- **Responsive Design:** The site automatically adjusts to the screen size of the device, making it easier to browse on computers, tablets and smartphones.
- **Easy Navigation:** We strive to make the site's structure intuitive and easy to use, whether using a mouse or keyboard.
- **High Contrast:** We provide adequate color contrast of text and background to improve readability for people with visual disturbances.
- **Customizable Text Size:** We customize content sizes to meet accessibility issues, allowing you to adjust them to your preferences.
- **Alternative Descriptions for Images:** We are gradually adding alternative descriptions to graphics, which is helpful for people using screen readers.
- **Clean and Logical Code:** We make sure that our site's code is correct and semantic, which makes it easier for assistive technologies to interpret content.
- **Cooperation with our Community:** We actively listen to the voices of users, including people with disabilities, treating their feedback as a key element in the process of identifying and eliminating potential barriers.

## Preparation of this Information

This briefing was prepared on June 28, 2025, based on the Company's compliance analysis. At the same time, we point out that we are constantly working on improvements in this area, which will result in improving and expanding the accessibility of our services to people with disabilities.

The statement is reviewed periodically, at least once every twelve months, and after each significant update of the platform.

## Feedback Mechanism and Contact Information

**We view accessibility as a process of continuous improvement, in which dialogue with our users plays a key role.** We encourage you to share any insights, suggestions or questions about the accessibility of our platform. Any feedback is invaluable to us.

To contact our dedicated Accessibility Team, please use the following channels:

- **Email address:** [support@zondacrypto.com](mailto:support@zondacrypto.com)
- **Online contact form:** <https://zondacrypto.com/en/helpdesk/contact-page>
- **Mailing address:** BB Trade Estonia OÜ headquartered in Estonia at: Harju maakond, Tallinn, Lasnamäe linnaosa, Tähesaju tee 9, 13917 ESTONIA (office no. 10, 2nd floor)

We undertake to carefully consider each application and provide a substantive response as soon as possible, not exceeding **14 days**.