

Accessibility Statement

Commitment to Accessibility

At PayU, we are guided by the vision of 'a world without financial barriers, where everyone can thrive', supported by our mission to create a safe and trusted payment ecosystem accessible to all.

Due to our commitment to inclusivity, digital accessibility is key for us — therefore, this accessibility statement forms an integral part of our efforts to ensure equal and full use of our resources by all users.

PayU S.A. commits to ensuring the accessibility of its website in accordance with the provisions of the Act of 26 April 2024 on ensuring the fulfilment of accessibility requirements for certain products and services by economic operators (Journal of Laws 2024, item 73) of 15 May 2024 (hereinafter: the 'Act').

This accessibility statement applies to the PayU payment module enabling online transactions in e-commerce services (hereinafter: the 'PayU payment module' or the 'Website').

Date of creation of the Website: 02.2016 (payment module), 05.2020 (credit module).

Date of the last update related to improving accessibility: we frequently implement changes and updates that improve the accessibility of the PayU payment module.

Status of Digital Accessibility

The PayU payment module meets or partly meets WCAG 2.1 Level A and AA criteria, including:

- It works on both desktop and mobile versions and adapts to these devices without loss of readability.
- Content is accessible in both horizontal and vertical orientation.
- We support the use of text enlargement tools while maintaining necessary spacing.
- We have implemented pointer gesture navigation in such a way as not to exclude people with motor impairments.

- We enable navigation with the keyboard and screen readers — headings largely reflect the content accurately, and the HTML syntax facilitates navigation within the PayU payment module.
- We have prepared multiple paths to access individual elements of the Website.
- We build our instructions in a way that does not rely solely on colour.
- We avoid elements that require hovering with a cursor.
- To a large extent, we maintain consistency of our components to make it easier to predict how to navigate the Website.

Website Elements Independent of PayU

- When using the macOS on-screen keyboard in Google Chrome, there are known issues with handling native form elements, which may prevent expanding and selecting options (select field).
- During the credit application process, pressing Enter after completing the form automatically moves to the next step. This function may be difficult for some users relying on a keyboard or screen readers if they expect Enter to confirm a field rather than submit the entire form.
- Interfaces displayed after redirection to bank pages, BLIK, PayPo, Twisto, Klarna, PragmaPay, as well as Google Pay and Apple Pay widgets, are not part of the PayU payment module, and their accessibility is beyond our control.
- The Visa Mobile payment process includes time limits for confirming a transaction on the user's side, determined by Visa's system settings. The time allowed for approval is not controlled by our service and cannot be extended.

Preparation of the Accessibility Declaration

- Date of publishing the declaration: 1 July 2025
- Date of the last review of the declaration: 16 September 2025

This declaration was prepared based on an external digital accessibility audit conducted in June 2025. The expert audit was carried out according to WCAG 2.1 AA requirements, using manual and automated tests, tests with NVDA and VoiceOver, and analysis of HTML, CSS, and ARIA code.

Submitting an Accessibility Complaint

Any issues with the digital accessibility of this Website may be reported:

- In writing to: PayU S.A., ul. Grunwaldzka 186, 60-166 Poznan
- Electronically to: accessibility@payu.com

You have the right to request that this website or any part of it is made accessible to you.

When submitting such a request, please provide:

- Your full name
- Your contact details (e.g. phone number, email address)
- The exact address of the Website where the element or content is digitally inaccessible
- A description of the problem and the most convenient way for you to have it resolved

Important: We will only consider complaints containing the above information.

We will respond to your request within 30 calendar days since we got it, but we will try to make it as soon as possible.

If this deadline is too short for us, we will inform you. In such a message, we will set a new deadline, no longer than 2 months, or provide the information in an alternative format.

If our response does not resolve the issue, you may contact the [Financial Ombudsman](#), who handles out-of-court consumer dispute resolution.