

Accessibility information

Information about the digital accessibility of LiberUp, how to use the service, known limitations and how to report barriers.

Version: 1.0-draft | Updated: 2026-08-31

Effective date: [EFFECTIVE DATE TO BE COMPLETED]

DRAFT: a complete accessibility audit has not yet been performed, so this document is not a declaration of full WCAG conformity or an accessibility certificate. Before publication, add the audit results and complete a final legal review.

1. Provider and scope

The service is provided by LIBERUP SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ, SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ, UL. OZORKOWSKA 13A , 95-100 ZGIERZ, referred to as “LiberUp”. Accessibility contact: general@liberup.pl.

This information covers the public website, Account creation, offer, basket and purchase, customer Account, Legal centre and the administrative panel where used by authorised users. Desktop applications are addressed separately in section 7.

2. Basis and assessment status

LiberUp treats perceivability, operability, understandability and compatibility as core e-commerce design principles. WCAG 2.2 Level AA and applicable Polish Accessibility Act requirements are reference points for further work.

Based on its current employment and financial data, LiberUp qualifies as a microenterprise: it employs fewer than 10 employees on average and its annual net turnover or balance-sheet total does not exceed the equivalent of EUR 2 million. As a microenterprise providing e-commerce services, LiberUp is currently covered by the exemption from the service-related requirements of the Polish Accessibility Act. Irrespective of this exemption, LiberUp intends to progressively improve the accessibility of its website and applications.

No complete formal conformity assessment has yet been performed. The description below is based on implemented features and identifies areas requiring testing or remediation.

3. Service description and requirements

The service lets users browse software, choose a plan or bundle, create an Account, place and pay for an Order, download a Product and manage Licences and devices. Authorised staff also use an administrative panel.

An Internet-connected device, current browser supporting HTML, CSS and JavaScript, email address and essential cookies are required. Purchases and Licence management require an Account. Online payment may redirect to Przelewy24 or Stripe.

Content is available in Polish and English. The document language is marked technically and can be changed in shared navigation.

4. Features currently implemented

- semantic content areas and headings, plus a skip link to main content;

- a page-language attribute matching the selected language;
- a visible focus indicator and keyboard operation for primary navigation, forms, buttons and dialogs;
- form labels, accessible names for selected icon buttons and status announcements through aria-live regions;
- focus management, Escape closing and focus trapping in key modals;
- responsive public, Account and administrative layouts and scrollable small-screen tables;
- textual error, success, loading and empty states that do not rely solely on colour;
- alternative text for product imagery where Product data is correctly configured.

5. Known limitations and planned work

The service has not completed full testing with common screen readers, voice control, keyboard-only use, 200–400% zoom, high-contrast modes or comprehensive automated and manual WCAG review. Users should not assume every page and assistive-technology combination is barrier-free.

- independent WCAG audit of public pages, checkout, Account and administration;
- contrast, interactive-state, text-resize, focus-order and validation review;
- screen-reader tests on Windows, macOS and mobile devices;
- review of complex tables, administrative forms, dialogs and dynamic content;
- checking alternative text for future administrator-managed media;
- recording findings, priorities, owners and reassessment dates.

6. Identification, security and payment

Login, registration, password reset, email verification, basket and confirmations use labelled web forms and textual messages. Full assistive-technology conformity remains subject to the planned audit.

Przelewy24 or Stripe controls the payment UI hosted on its domain. LiberUp is responsible for its own path into and back from payment. Users may still report an operator barrier to LiberUp, which will forward it and, where possible, help find an accessible purchase route.

7. Desktop application accessibility

LiberUp desktop programs are separate Products. Product pages and release documentation should describe system requirements, supported platforms and available features.

Desktop applications have not yet completed a separate audit covering keyboard navigation, screen readers, scaling, contrast, control names and generated reports. Product information will be expanded after that audit. Barriers can be reported through the same channel as website barriers.

8. Reporting an accessibility barrier

Email general@liberup.pl. Where possible, provide the page or Product, barrier, attempted task, browser, system and assistive technology, and preferred contact method. Do not send passwords, payment data or JPK documents.

Users may request information in a reasonably accessible alternative format or help completing a task. Missing non-essential details do not automatically invalidate a report where the issue can be identified.

9. Handling and remediation

LiberUp will acknowledge a report, assess impact and reproducibility, then provide a resolution, workaround or planned action. Barriers blocking purchase, login, Licence access or essential information receive priority.

No fixed remediation deadline is promised without knowing complexity. Where a fix requires a material technical change, third-party cooperation or a longer release, LiberUp should offer an available alternative and communicate progress.

Reports, test results and completed fixes should feed an accessibility monitoring register and periodic reassessment.

10. Notifying the authority

Where a service covered by the Polish Accessibility Act fails applicable requirements, anyone may notify the President of the Management Board of PFRON. For e-commerce services, the competent market-surveillance authority is the minister responsible for digital affairs.

Prior reporting to LiberUp is not required, although direct contact may enable faster remediation. A notice can identify the service, unmet requirement and provider.

11. Updates to this information

This document will be updated after an audit, material UI change, new payment or identification method, legal change or removal of a material barrier. Each version has a number and effective date.

It is intended to add the last audit date, assessment method, confirmed conformity level, remaining non-conformities and remediation plan.

Related documents in this version

[LiberUp terms of service — PDF](#) · [Privacy policy — PDF](#) · [Cookie policy — PDF](#) · [End-user licence agreement — PDF](#) · [Complaints and withdrawal — PDF](#)

liberup.pl/legal/archive