

Executive Fact Sheet

# Austria's Digital Accessibility Laws



# Introduction

Austria has enacted laws that govern digital accessibility in both the public and private sectors. Like other European Union (EU) nations, the nation has transposed the EU Web Accessibility Directive (WAD), which sets clear web and mobile accessibility requirements for public-sector organizations. (A transposition refers to legislation integrating an EU directive into a Member State's domestic legal framework.).

Meanwhile, private businesses should be aware of Austria's transposition of the European Accessibility Act (EAA), which will be enforced beginning in June of 2025. This law covers many commonly used consumer products and services and impacts any business that serves customers in Austria, regardless of where the business is based. Non-compliant organizations may face penalties, including fines of up to €80,000.

Understanding the details of Austria's digital accessibility regulations can be challenging. This guide aims to provide senior executives with a clear overview of key laws and related compliance requirements.



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# Overview of Austria's digital accessibility laws

Law	Description	Sectors impacted	Compliance standard
Web-Zugänglichkeits-Gesetz (Web Accessibility Act)	Austria's transposition of the EU WAD	Public organizations (directly impacted), private businesses that sell to the public sector (indirectly impacted)	EN 301 549
Behindertengleichstellungsgesetz (Disability Act)	A law prohibiting disability-based discrimination by public-sector entities, amended to reference the EU WAD	Public organizations (directly impacted), private businesses that sell to the public sector (indirectly impacted)	EN 301 549
Barrierefreiheitsgesetz (Accessibility Act)	Austria's transposition of the EAA	Private businesses	EN 301 549
Verordnung zur Schaffung barrierefreier Informationstechnik (Regulation for the Creation of Barrier-Free Information Technology)	Legislation implementing Austria's transposition of the EAA	Private businesses	EN 301 549

# Unpacking digital accessibility laws in Austria

The following sections of this resource provide more information about the specific digital accessibility laws impacting organizations in Austria, including the entities they apply to, related compliance requirements, and how they're enforced.

# Laws impacting public-sector and business-to-government (B2G) organizations

## Web-Zugänglichkeits-Gesetz (Web Accessibility Act)

### Summary:

The Web-Zugänglichkeits-Gesetz is Austria's transposition of the EU WAD. In alignment with the broader EU directive, the law requires that public-sector organizations in the nation ensure their websites and mobile applications are accessible to people with disabilities. Private businesses that sell digital products to public-sector organizations in Austria should also aim to meet the law's requirements, or risk limiting their market share.

### Requirements:

To comply with this transposition law, organizations must meet the general requirements of the EU WAD. The best way for public-sector entities to demonstrate compliance is to ensure that their websites and mobile apps conform to EN 301 549 (the harmonized European digital accessibility standard). In practice, that means ensuring digital content is perceivable, operable, understandable, and robust (POUR) for all users.

Organizations must also:

- Adopt, when possible, measures to increase accessibility, considering the minimum level of accessibility that must be met.

- Offer users a communication mechanism that allows any person to submit accessibility suggestions and complaints.
- Provide an accessibility statement (a detailed, comprehensive, and clear declaration of compliance with the law) on websites and applications.

### Enforcement:

Public-sector organizations that violate this law may be held accountable by the Ministry of Social Affairs. The agency may order non-compliant organizations to take corrective measures, including addressing accessibility issues in digital content, updating accessibility statements, and / or providing accessible alternatives.

A person who is discriminated against because of their disability is entitled to compensation for damages suffered, and recognized associations can legally defend the rights of individuals with disabilities, with their consent. Individuals and recognized associations can request mediation through the arbitration board established to regulate these cases.

## Behindertengleichstellungsgesetz (Disability Act)

### Summary:

The Behindertengleichstellungsgesetz, or Disability Act, is a broad anti-discrimination law governing physical and digital accessibility. It was amended to reference Austria's WAD transposition, the Web-Zugänglichkeits-Gesetz (Web Accessibility Act). This amendment clarifies that public-sector entities in Austria must meet the Web-Zugänglichkeits-Gesetz's requirements for web and mobile accessibility.

### Requirements:

To comply with this law's digital accessibility requirements, public-sector organizations need to satisfy the general requirements of the WAD, outlined by the Web-Zugänglichkeits-Gesetz.

### Enforcement:

Public-sector entities may be held accountable for compliance with this law's digital accessibility requirements through the enforcement mechanisms established by the Web-Zugänglichkeits-Gesetz.

# Laws impacting private businesses

## Barrierefreiheitsgesetz (Accessibility Act)

### Summary:

Austria's transposition of the EAA, the Barrierefreiheitsgesetz, mandates that many products and services provided within Austria, including e-commerce, banking, and transportation, are accessible to people with disabilities. Importantly, the law applies not only to businesses based in Austria, but also those located outside the nation that sell covered products and services to Austrian consumers. It will be enforced beginning in June 2025.

### Requirements:

The requirements for compliance with the Barrierefreiheitsgesetz align with the general requirements for EAA compliance. At a high level, the EAA mandates that a digital product or service must be perceivable, operable, understandable, and robust (POUR) for all users. The best way for organizations to demonstrate EAA compliance is to conform with EN 301 549. That means adhering to digital accessibility best practices including:

- Ensuring compatibility with assistive technologies like screen readers.
- Offering flexible input methods.
- Providing alternatives for visual and auditory content.

Exemptions may be granted in certain cases, such as when compliance would place a disproportionate burden on a business.

### Enforcement:

Beginning in June 2025, businesses that fail to comply with the Barrierefreiheitsgesetz may face penalties including fines. The specific amounts for fines range depending on the type of violation. The law allows for fines of up to:

- **€80,000** for very serious violations, including placing a non-compliant product on the market.
- **€40,000** for serious violations, including failing to comply with conformity assessment procedures, failing to provide necessary documentation, or violating CE (European conformity) marking regulations.
- **€16,000** for moderate violations, including failing to retain documentation or other compliance information or failing to cooperate with regulatory authorities.



## Verordnung zur Schaffung barrierefreier Informationstechnik (Regulation for the Creation of Barrier-free Information Technology)

### Summary:

This regulation complements Austria's transposition of the EAA by providing accessibility requirements for information and communication technology (ICT) covered by the EAA.

### Requirements:

Organizations that provide ICT within the EAA's scope must ensure this technology meets the general requirements of the EAA, outlined by the Barrierefreiheitsgesetz.

### Enforcement:

This law supports the implementation of Austria's EAA transposition and is not itself enforced. However, organizations that violate Austria's primary EAA transposition law, the Barrierefreiheitsgesetz, may be held accountable through its enforcement measures.

# Start your journey to compliance

To comply with current Austrian digital accessibility laws and stay ahead of the 2025 EAA enforcement deadline, we recommend that your organization start by taking the following actions:



Audit your digital assets for conformance with EN 301 549.

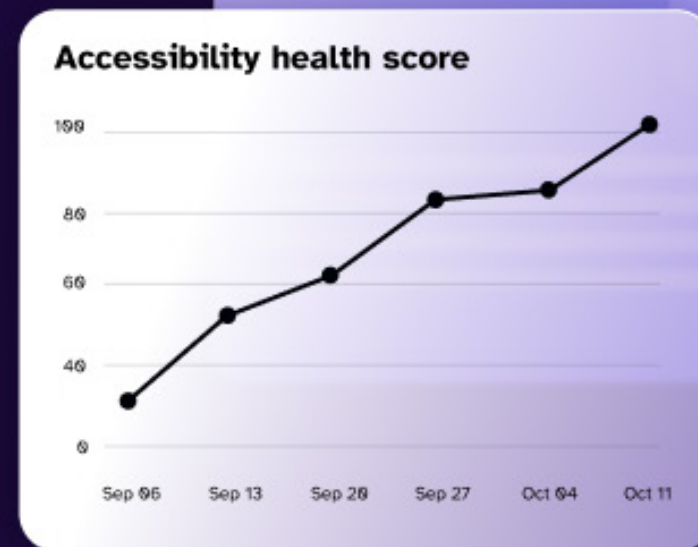


Swiftly address existing accessibility issues in your digital assets.



Publish a detailed accessibility statement and regularly update this document.

Third-party digital accessibility solution providers, like Level Access, can help you understand your legal obligations and equip you with advanced technology, expert support services, and training to ensure all assets in your portfolio are accessible and compliant.



## Let's get started

Engage our team to make accessibility a priority now. An investment in digital accessibility today is an investment in the sustainability and success of your company tomorrow.

[Info@levelaccess.com](mailto:Info@levelaccess.com)

[LevelAccess.com](https://LevelAccess.com)

