

1. Service Overview

accessWidget is a plug-in SaaS solution (hereinafter also the "License" or "Software") developed by **accessiBe Ltd**, an Israeli company headquartered at Hamelacha 3, 6721503 Tel Aviv-Yafo, Israel (hereinafter the "Producer"), for which **AccessiWay** is an authorized distributor.

The application is designed to improve website accessibility in compliance with **WCAG 2.2 Level AA** standards, combining an accessible user interface with proprietary technologies capable of automatically detecting and fixing accessibility issues in real time.

2. License Types

accessWidget is available as an **annual license per single domain**, with different options based on the number of indexed pages:

- **Standard:** up to 1,000 indexed pages
- **Large:** 1,001 to 10,000 indexed pages
- **Huge:** 10,001 to 100,000 indexed pages
- **Enterprise:** over 100,000 indexed pages and/or more than 500,000 monthly visits. This license also includes a dedicated testing environment.

If usage exceeds the limits of the Standard, Large, or Huge plans, the license will automatically upgrade to the next tier upon annual renewal. Clients will be notified at least **90 days in advance** and may choose to continue or terminate the contract per Art. 3 of the General Subscription Terms.

3. Usage Limitations

- The License is granted **only** for the domains and subdomains explicitly listed in the **Order Form**, including country-specific top-level domains (ccTLDs) and alternate language versions (e.g., domain.com/en), **if specified and quoted** in the form.

- Once installed on the client's website, the License **cannot be used on other domains**. Each additional domain requires its own license.
 - If unauthorized installations are detected (i.e., domains not listed in the Order Form), AccessiWay reserves the right to issue an invoice for improper use after formal notification.
 - The License **cannot be resold, transferred, or sublicensed** without prior written consent from AccessiWay.
 - Depending on the subscribed plan, clients may access **Premium Features**, currently including:
 - a) Monthly remediation reports
 - b) Automatic Google Analytics integration
 - The License **must not be used unlawfully** or in ways that violate public order or morals.
 - It is strictly forbidden to copy, modify, decompile, or derive works from the Software or infringe its intellectual property rights.
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4. Support and Assistance

- AccessiWay guarantees **software availability within 48 hours** of installation (which must be done by the Client).
 - Technical issues will be supported **on business days (Mon–Fri, 10:00–18:00)** via email at **support@accessiway.com**.
 - Assistance includes help with account use and malfunctions but **excludes issues caused by external factors or unauthorized Client modifications**.
 - Clients may receive complaints even after installation. **Enterprise License holders** have access to **Litigation Support**, which provides documentation demonstrating the accessibility functionality of the widget. This **does not constitute legal advice**, and AccessiWay must be notified promptly with relevant documents.
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5. Warranties

- No warranties beyond those stated in this document are provided.
 - Temporary service interruptions may occur due to maintenance or updates.
The guaranteed **monthly uptime** during business days is **99.9%**, excluding force majeure.
Critical issues will be resolved **within 12 hours** of notice.
 - accessWidget **does not provide legal advice**, nor does it guarantee immunity from accessibility claims or full regulatory compliance.
 - The client is responsible for correct installation and compatibility, including:
 - Placing the script in the `<body>` tag
 - Making sure it is visible in the source code
 - Ensuring compatibility with HTML-based pages and stable CMS
 - Content responsibility remains with the client, including legal liability and third-party rights violations.
 - The client must **test the software in a staging environment** before production deployment.
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6. Technical Architecture

- **Front-end:** JavaScript script installed on the client's site
- **Back-end:** Hosted on **Google Cloud Platform (GCP)**, using:
 - Kubernetes containers
 - MongoDB Atlas for the database

- SIEM tools and native GCP security services for logs and protection
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7. Key Features

Accessibility Interface – adjustable tools for end users, including:

- Contrast, color, and font customization
 - Reading assistance (text enlargement, link highlighting)
 - Visual distraction reduction (content masking, focus mode)
 - Visual navigation aids for motor or cognitive disabilities
 - Screen reader optimization
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8. Security and Privacy

- **No personal data is stored:** Only IP addresses are processed temporarily.
 - The client must appoint AccessiWay as a **data processor** for any applicable personal data processed.
 - **EU Proxy:** Data from the EU is routed through a proxy in Belgium before reaching U.S. servers, ensuring **no direct personal data transfer outside the EU**.
 - **Encryption:** HTTPS with **TLS v1.2+**
 - **Compliance:** Annual **SOC 2 Type II** audit and adherence to **ISO 27001** standards
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9. Compatibility & Excluded Issues

Browser & OS Compatibility:

- Chrome, Safari, Android (v8+), iOS (v10+)
- Requires HTML-based structure and static tags

Excluded Problems:

- URL parameter accessibility
- Documents (Word, PowerPoint, Excel, PDFs), audio/video, SVGs
- Iframes, third-party plugins (e.g., payments), ShadowDOM, Salesforce
- Canvas/Flash-based elements or components incompatible with user session script changes
- Non-HTML elements
- Elements already handled by other accessibility solutions
- Blocked images or links (e.g., Decipher Block)
- Third-party pages not properly configured with accessWidget
- Non-QWERTY keyboard layouts
- SPA (Single Page Applications): effectiveness not guaranteed; client must verify
- Non-standard site structures (e.g., overly complex menus)
- CMS or custom scripts that block third-party code