

Digital accessibility has become front and centre for a number of our clients, and we have a long history of advising leading players of the digital economy on steps they can be taking to ensure their digital accessibility credentials are fit for the future.

The issue

The growing regulatory focus on digital accessibility - an integral part of the “social” in ESG - is long overdue but well deserved.

The COVID-19 pandemic has only accelerated the way in which we access goods and services online. Whilst we may already be very familiar with operating virtually and digitally, regulation has had to play catch up in order to ensure that vulnerable users and individuals with disabilities can participate in the digital world fairly and equally.

Although the focus of digital accessibility legislation has largely been on services provided by governmental and other public bodies, the focus of lawmakers has recently expanded to also include the private sector. Private product manufacturers and service providers are increasingly expected to design their products and services in a way that ensures they are accessible to individuals with disabilities and functional limitations (such as the elderly).

The EU has been at the forefront of regulatory efforts with the adoption of the European Accessibility Act, which aims to strengthen the rights of persons with disabilities by setting EU-wide minimum accessibility requirements for products and services, and we are also seeing similar developments in other jurisdictions.

What we do

At Hogan Lovells, we advise on a wide range of issues relating to digital accessibility, from monitoring legislative processes across the globe, to engaging with regulators and lobbying.

We also lead in helping to bring innovative products to market, advising on the incorporation of universal design principles into product design, and compliance with digital accessibility requirements. Our knowledge and experience on the intricacies of various digital accessibility requirements enables us to provide solution-oriented advice to businesses on managing legal risks, meeting regulatory obligations, and ensuring compliance.

Our coverage is global and we have particular experience in the EU, UK, U.S. and Asia.

Get in touch to find out more about how we can be supporting you with compliance in this space.

Our impact

We have assisted many clients in their efforts to comply with digital accessibility requirements, including:

- Advising a leading multinational technology client on the digital requirements applicable to its broad range of consumer products, platforms, and applications across 60 markets.
- Advising a major tech player on the ongoing implementation of the European Accessibility Act across the EU and EFTA markets, and local enforcement.
- Delivering bespoke training to a global telecoms company about existing and incoming laws relevant to digital accessibility, and the impact on their product range and services.
- Advising a well-known technology company on country-specific accessibility requirements in France and Italy, including the drafting of compliance plans, accessibility statements, and internal training materials in both jurisdictions.
- Assisting an international technology conglomerate with engagement with the Italian legislator and lobbying to clarify and amend the scope of accessibility language and penalties concerning local implementation of the European Accessibility Act.
- Advising a global telecoms software company on accessibility requirements in the U.S., EU, and UK, as well as on compliance with the internationally recognised Web Content Accessibility Guidelines.

Useful links

- [Digital Accessibility](#)
- [Products Law](#)
- [The ESG Academy](#)

Relevant contacts



Valerie Kenyon
Partner, London
valerie.kenyon@hoganlovells.com



Mark Brennan
Partner, Washington, D.C.
mark.brennan@hoganlovells.com



Christian di Mauro
Partner, Milan
christian.dimauro@hoganlovells.com



Christine Gateau
Partner, Paris
christine.gateau@hoganlovells.com



Tommy Liu
Partner, Hong Kong
tommy.liu@hoganlovells.com



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