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OSAPS

What is OSAPS?



OSAPS stands for:

Office de la Surveillance de l'accessibilité des produits et services.

It is French and means:

Office for the Monitoring of the Accessibility of Products and Services.

What is accessibility?



Everyone can go everywhere without any problems.

There are no barriers.

Nothing stops you from getting where you want to go.

Sadly, there are still many barriers.

For example:

There are people who can't read.

A website with only text is a barrier for these people.

The website is barrier-free if there are videos.

Or if the text can be read aloud.

What is a product?



A product is an object that you can buy.

What is a service?



This means: A person does something for others and receives money for it.

For example: employees of a bank on the Internet, sales-people on the Internet....

OSAPS is an office.

OSAPS makes sure that products and services are barrier-free.

For example: banking services on the Internet, electronic books or the services of Amazon.



What does OSAPS do?

OSAPS checks products and services in Luxembourg.

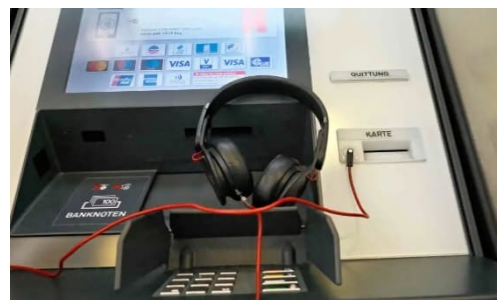
Any person can report a product to OSAPS,

if this product is not barrier-free.

As written in the law.

For example: A cash dispenser has no connection for headphones.

OSAPS then checks the product.



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OSAPS also checks services.

Any person can report a service,
if it is not barrier-free.

For example: It is too complicated to buy something online.

OSAPS checks if the rules are respected.

OSAPS gives tips on where to get information,
if you have a problem with accessibility.

What does the new law say?



There is a new law.

The law is from 8 March 2023.

The law says:

There are people who make products.

They must be sure that the products are barrier-free.

There are people who offer information and services on the Internet.

They must be sure that the services are barrier-free.



To which products does the law apply?

The law applies to hardware and operating systems of computers.

What is hardware?

Hardware belongs to a computer.

It is everything you can touch.

For example: keyboard, mouse, screen or components in the computer.

For example: battery.



What is an operating system?

The operating system is a program on the computer.

It tells the hardware what to do.

For example: Start the computer.

Or: Display this Internet page.



The law applies to self-service vending machines.

- Vending machine for payment.

For example: machine at the checkout of a supermarket.

- Cash machines (ATMs).

You can insert your bank card there.

Then you get money.

- Ticket machine.

For example: for the train.

- Check-In machine.

For example: at the airport.

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- Vending machines that give information.

Customers can search for the information they need.

For example: Live Paper.



The law does not apply to vending machines in vehicles.

For example: GPS in the car.

The law applies to devices for communication.

Devices are machines.

It is about devices with which you

- Can talk to other people
- Can send messages.

For example: mobile phones or computers.

The law also applies to interactive devices.

What is interactive?

Interactive means:

You can talk to the devices or touch them.

The devices then respond.



For example: Alexa or Smart TV.

The law also applies to devices

that can be used to read books electronically.

For example: on the Kindle, ...





For which services does the law apply?

The law applies to electronic communication services.

What are electronic communication services?

They help people to talk to each other or send messages.

It is not enough just to have the device (mobile phone or tablet).

You also need a contract (subscription)
with a communications provider.

For example Tango, Orange, Post. Lux.



The law applies to audio-visual services.

What is audio-visual?

Audio means: everything you can hear.

Visual means: everything you can see.



You can watch videos with these services.

Or listen to audios.

For example: music, podcasts, news...

For example: Tango TV, RTL Play, 100,7, ...

The law applies to bus, train and tram websites.

For example: www.mobiliteit.lu or www.cfl.lu .

Or if you buy a ticket on the Internet.

The law applies to online banking services.

For example: transferring money.

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The law applies to online shops.

This means: You buy things on the Internet.

For example: You buy clothes online.

The law applies to the emergency numbers.

If you call them, you will get help.

From the police, the fire brigade or the ambulance.

The numbers are 112 and 113.

When does the law apply?



The law applies to everyone from 28 June 2025.

From this date, the law must be respected.

For example: When you sell something or give a service.

But there are exceptions.

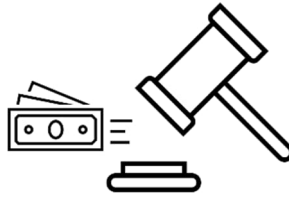
For example: A very expensive machine is involved.

Or the company is small and cannot pay for the changes.

Or the contract has already been signed.

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What are the penalties?



A company or person does not want to give out information?

But OSAPS needs this information,

to control a product or a company.

Or the company or person is preventing OSAPS from doing the work?

Then OSAPS can punish the company or person.

The penalty can be between 250 euros and 15 000 euros.

How can you contact us?



On the Internet:

You can contact us at www.myguichet.lu .

You can contact us on our website.



You can send us an e-mail.



You can send us a message via WhatsApp.



You can call us.



You can send us a letter.