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| OSAPS |
| Law of 8 march 2023 in easy-to-read language |
| Screenreader edition |

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| Klaro  27/06/2025 |

# What is OSAPS?



**OSAPS** is short for:  
**O**ffice de la **S**urveillance de l**'A**ccessibilité des **P**roduits et **S**ervices.

This is French and means:  
Office for the Surveillance of the **Accessibility**  
**of Products and Services**.

What is **accessibility**?

Everyone can get everywhere **without** anyproblems.  
**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 text **only** 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** you can buy.

What is a **service**?

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

For example: Employees of a bank on the Internet,  
sales-people in an online shop....

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?

The OSAPS checks that products and services   
in Luxembourg are barrier-free.

Une image contenant Appareils électroniques, Casques, Appareil électronique, texte

Le contenu généré par l’IA peut être incorrect.Any person can **report** to OSAPS,  
if a product is **not barrier-free**  
as written in the law.

For example: A cash dispenser has  
**no** plug for headphones.  
OSAPS then checks the product

OSAPS also checks services.

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

For example: Buying something online is too complicated.

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 dated 8 March 2023.

The law says:

The people who **make products**  **must**  make sure   
that their products are barrier-free.

The people who **offer information and services** on the Internet  
**must** make sure   
that their services are barrier-free.

## To which products does the law apply?

The law applies to **hardware**   
and **operating systems** of computers.

Info
What is **hardware**?

Hardware is part of a computer.  
It is everything you can touch.

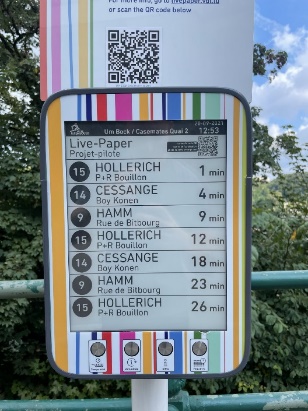
For example: keyboard, mouse, screen   
or parts in the computer like a battery.

Info
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: Show this Internet page.

The law applies to **self-service** **machines**.

* **Payment machine**For example: Machine at the checkout of a supermarket.
* **Cash machine** (ATM)  
  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.
* **Machines that give information**Customers can search for the information   
  they need by themselves.   
  For example: Live Paper.

The law **does not** apply to machines **in** vehicles.  
For example: GPS in the car.

The law applies **to devices for communication**.   
Devices are machines.   
You need these devices to:

* + talk to other people
  + send messages.

For example: Mobile phones or computers.

The law also applies to **interactive devices**.  
For example: Alexa or Smart TV

Info
What is **interactive**?   
Interactive means:   
You can speak to the devices or touch them.  
The devices then respond.

Une image contenant capture d’écran, conception, Graphique, diagramme

Le contenu généré par l’IA peut être incorrect.The law also applies to **devices**   
that are used to **read books electronically**.   
For example on the Kindle, Tolino...

## Une image contenant capture d’écran, Rectangle, ordinateur, clavier Description générée automatiquementTo 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...

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 audio.**

For example: music, podcasts, news...  
For example: Tango TV, RTL Play, POP TV...

The law applies to **bus, train and tram websites**.  
For example: www.mobiliteit.lu or www.cfl.lu.  
Or when you buy a ticket on the Internet.

The law applies to online **banking services**.   
For example: to transfer money.

The law applies to **online shops**.  
This means you buy things on the Internet.   
For example: you order clothes online.

The law applies **to emergency numbers**.  
If you call them, you get help.  
From the police, the fire brigade   
or the ambulance.   
The numbers are **112 and 113**.

## Une image contenant clipart, Graphique, symbole, logo Description générée automatiquementWhen 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.

## Gavel outlineWhat are the penalties?

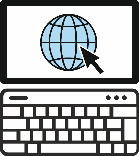
A company or person **does   
not** want to give out information.

But OSAPS needs this information,  
to control a product or a company.

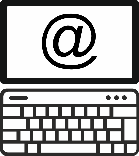
Or the company or person **is preventing**   
OSAPS from doing its job?

Then OSAPS can punish the company or person.   
The penalty can be between 250 euros and 15,000 euros.

## How can you contact us ?

You can reach us on the **Internet**

* at [www.myguichet.lu](http://www.myguichet.lu)
* at www.osaps.lu

You can send us an **e-mail** to  
[info@osaps.etat.lu](mailto:info@osaps.etat.lu)

![Une image contenant gadget, Téléphone mobile, capture d’écran, Appareil de communications portable

Description générée automatiquement](data:image/png;base64,iVBORw0KGgoAAAANSUhEUgAAACAAAABACAMAAABMUIWcAAAAAXNSR0IArs4c6QAAAARnQU1BAACxjwv8YQUAAAAzUExURQAAABAQEBQVFQAAABETEwkJCf7+/v///u3u7RwdHeTk5Pj4+NXV1fb29hISEgAAAAsREcOUFZUAAAARdFJOUwBi/wp2HP//////////VQguKAhQMQAAAAlwSFlzAAAh1QAAIdUBBJy0nQAAAGZJREFUSEvt1csKgDAMRNExan0//v9rlWY2hqZQcJmzmsqFdifQSUUPDJyOERyuliBJIn7I/rli8swa8FQUgYpARaAiUBGoCLIlB3U2+P7yXiZYRTZOar1iFzk4CScH2TdcwM1ZBDzXkivOiHe8UAAAAABJRU5ErkJggg==)You can call us on:  
247 7 65 65

Une image contenant noir, obscurité

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