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

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| Klaro27/06/2025 |

# 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.

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.

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.

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

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

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
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You can call us on:
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