

Accessibility Statement

This statement was written on May 20, 2025, for the mobile applications Android Henner+ and myHenner 5.2.0. version.

It is valid from the date of publication and must be updated every 3 years, following major modifications to the site, or 18 months after a new version of the accessibility guidelines is released.

In evaluating our corporate website, we collaborated with Accessiway, an independent third-party specialising in digital accessibility.

Henner's Commitment

Henner is committed to making its websites, mobile applications, intranet, extranet, and software solutions accessible in accordance with Article 47 of French Law No. 2005-102 of February 11, 2005.

Compliance Status

The mobile applications Android Henner+ and myHenner have an accessibility rate of 79.59% and is therefore partially compliant with the European standard EN 301 549 and the General Accessibility Improvement Guidelines (RGAA 4.1.2).

Audit Results

The compliance audit conducted on May 20, 2025, by AccessiWay revealed that 79.59 of RGAA 4.1.2 criteria are met.

Non-accessible Content

The contents listed below are not accessible for the following reasons.

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***Here to care : Répondre présent à chaque moment**

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- Relevant du contrôle de l'ACPR (4 Place de Budapest - CS 92459 - 75436 Paris Cedex 09, www.acpr.banque-france.fr) - Siège social : 14 bd du Général Leclerc, 92200 Neuilly-sur-Seine, France - www.henner.com - Réclamations : consulter la rubrique Réclamations sur www.henner.com. Crédit : © GettyImages.



Non-compliance

- 1.1.1 Non-text content
- 1.3.1 Information and relationships
- 1.3.4 Orientation
- 1.4.4 Text resizing
- 1.4.11 Contrast of non-text elements
- 2.1.1 Keyboard
- 2.4.3 Focus order
- 2.4.6 Headings and labels
- 3.3.2 Labels or instructions
- 4.1.2 Name, role, value

Disproportionate burden

None to report.

Content not subject to accessibility obligations

None to report.

Establishment of this Accessibility Statement

This statement was established on May 20, 2025.

Testing Environment

Operating Systems

- Google Android 15

Accessibility Evaluation Tools

- TalkBack (Android only)
- Visual assessment tools for contrast, subtitles, etc.

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Pages Reviewed for Accessibility Compliance

- [Page d'accueil](#)
- [Page contact](#)
- [Mentions légales](#)
- [Aide](#)
- [Authentification](#)
- [Requêtes](#)
- [Remboursements](#)
- [Services](#)
- [Onboarding](#)
- [Profile](#)

Feedback and Contact

If you are unable to access a piece of content or a service, you may [contact](#) Henner's accessibility officer to be guided toward an accessible alternative or to obtain the content in another format.

Legal Remedies

If you notice a lack of accessibility preventing you from accessing content or features on the site, and you do not receive a satisfactory response after notifying us, you may submit your complaint or request for intervention to the French Defender of Rights.

You may do so in the following ways:

- Send a message to [the Defender of Rights](#)
- Contact a local delegate of [Defender of Rights](#)
- Send a letter (postage-free, no stamp required) to:
Défenseur des droits
Libre réponse 71120
75342 Paris CEDEX 07
France

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