Accessibility

Version 1.0 · Updated 13 Nov 2026

In short

· We want anyone to be able to use the website and the account.
· Our target is level AA of the WCAG 2.1 guidelines. Today we meet it in part.
· If something stops you completing a step, write to us and we will help.

This summary does not replace the full text.

01 · Our commitment

The level of accessibility we aim for.

This statement applies to santelabs.com and to the member account at app.santelabs.com, as seen in a browser.

Our reference is the Web Content Accessibility Guidelines (WCAG) 2.1, level AA, which is the level set by the European standard EN 301 549 for websites and applications.

02 · Compliance status

Where we are today.

The website and the account are partially conformant with WCAG 2.1 level AA: the exceptions we know of are in the limitations section.

03 · What we measure

How we check accessibility before publishing.

· Contrast and text size
· Keyboard navigation
· Labels and error messages
· Text enlargement up to 200%

Every time we integrate changes, and again every night, we run an automatic analyser (axe-core) over the screens of the website and the account, with the level A and AA rules of WCAG 2.0 and 2.1 and the level AA rules of WCAG 2.2. A new serious failure makes that check fail.

We also check that you can navigate by keyboard (the skip-to-content link comes first, focus is visible, and dialogs close with Escape and return focus) and that the page can be enlarged to 200% on a narrow screen without horizontal scrolling.

An automatic tool does not detect everything. This statement is based on our own assessment; there has not been an external audit yet.

04 · Known limitations

What does not comply yet.

· Some secondary text (in sign-up, the Data screen, the subscription and the server error page) has less contrast than required.

· Some small controls, such as pagination dots, the Santé AI emergency link and the previous and next result controls, are smaller than 24 pixels.

· The dots of a carousel in sign-up use attributes that some screen readers may not announce well.

· A scrolling area in sign-up cannot be focused by keyboard.

· On one help screen, a link inside a sentence is distinguished only by colour.

· The PDFs of these legal documents are not tagged for screen readers. The same content is on this website, on pages with marked-up headings, lists and links.

· The Data screen of the account does not adapt to very narrow screens: when the text is enlarged, horizontal scrolling appears.

· Some older screens (the sign-up questionnaire, booking, the website chat and the account) are not yet covered by the automatic checks.

We fix them in order of impact. Meanwhile, if one of them stops you doing something, tell us and we will give you the information or handle the request through another channel.

05 · How to tell us

Where to write if you find a barrier.

Write to us through Contact: https://santelabs.com/en/contact

You can also write to contact@santeclinics.com or call +34 699 145 887. It helps us to know which page you were on, what you were trying to do and which browser or assistive product you use. We answer as soon as possible and within 15 calendar days at most, as with any complaint.

If you are not satisfied with our answer, you can file a complaint.

Complaints: https://santelabs.com/en/legal/complaints

06 · About this statement

When it was prepared and when it is reviewed.

This statement was prepared on 13 November 2026. We review it when the website changes significantly and at least once a year.