

Executive fact sheet

Italy's Digital Accessibility Laws



Introduction

Several regulations govern digital accessibility in Italy, impacting both private- and public-sector organizations. Italy stands out as an early enforcer of the European Accessibility Act (EAA), which mandates the accessibility of a wide range of products and services circulating within the European Union (EU). Italy's EAA transposition applies to most private-sector organizations that conduct business in Italy, regardless of where they are based. (In the EU, a transposition integrates a higher-level EU directive into a Member State's national laws.)

Additionally, public-sector organizations in Italy must meet specific digital accessibility standards under the country's transposition of the EU Web Accessibility Directive (WAD). The country is unique in that it extended the obligations related to the transposition of the WAD to private businesses with an annual turnover of €500M (averaged over the past three years). As a result, many private companies in Italy have already had to meet accessibility requirements, ahead of the EAA compliance deadline.

Navigating the intricacies of Italy's digital accessibility regulations can be complex. This resource is designed to help senior executives understand the essence of these laws and what is required for compliance.



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Overview of Italy's digital accessibility laws

Law	Description	Sectors impacted	Compliance standard
Legge 9 gennaio 2004, n. 4, or “Legge Stanca” (Law 4/2004, or “Stanca Law”)	Italy's public-sector legal framework for digital accessibility, updated to align with the requirements of the EU WAD	Both private businesses and public organizations	EN 301 549
Decreto Semplificazioni (Simplification Decree)	A law that extends Legge Stanca to certain private companies	Private businesses	EN 301 549
Decreto Legislativo n.82/2022 (Legislative Decree n.82/2022)	Italy's transposition of the EAA	Private businesses	EN 301 549

Unpacking digital accessibility laws in Italy

The following sections of this resource provide more information about the specific digital accessibility laws impacting organizations operating in Italy, including the entities they apply to, the requirements for compliance, and how they're enforced.

Laws impacting both public- and private-sector organizations

Legge 9 gennaio 2004, n. 4, or “Legge Stanca” (Law 4/2004, or “Stanca Law”)

Summary:

Legge Stanca mandates the accessibility of various digital products and services provided by public-sector organizations, and certain private businesses, operating in Italy. Originally published in 2004, Legge Stanca was amended in 2019 to include Italy’s transposition of the EU WAD.

Unlike many other EU Member States’ WAD transpositions, Legge Stanca is not strictly applicable to the public sector. While its initial focus was on public organizations, a 2020 amendment (Decreto Semplificazioni) extended its requirements to private companies with an annual turnover exceeding €500M (averaged over the past three years of operation), and companies that are part of a group or holding that meets these criteria.

Legge Stanca also applies to:

- Telecommunications companies with governmental bodies as majority shareholders.
- Private concessionaires of public services (private companies that provide services typically handled by public administration, such as education and utilities).
- Transport companies.
- Information technology (IT) and internet service providers benefiting from public contributions or subsidies.

Private-sector companies in Italy that sell digital products to entities covered by Legge Stanca must also meet the law’s requirements to conduct business with these covered entities.

Legge 9 gennaio 2004, n. 4, or “Legge Stanca” (Law 4/2004, or “Stanca Law”) (continued)

Requirements:

The requirements for compliance with Legge Stanca align with the general requirements of the EU WAD. To comply, organizations must bring their websites, mobile apps, and other digital experiences into conformance with EN 301 549. That means ensuring digital content is perceivable, operable, understandable, and robust (POUR) for all users. Organizations must also:

- Adopt, whenever possible, measures to increase accessibility across websites, extranet, and / or intranet content.
- Provide an accessibility statement that adheres to Legge Stanca’s guidelines.
- Set in place a mechanism for users to provide feedback about the accessibility of digital experiences.
- Ensure contracts for the construction and modification of websites and mobile applications comply with accessibility requirements.

Enforcement:

A person with a disability who experiences unfair treatment can file a complaint with the Agency for Digital Italy (AgID). If discrimination is found, the individual may be entitled to civil compensation for damages suffered.

Private companies with an annual turnover exceeding €500M that fail to comply with Legge Stanca may also have their operations suspended by AgID or face administrative sanctions of up to 5% of their annual turnover.

Laws impacting private businesses

Decreto Semplificazioni (Simplification Decree)

Summary:

Published in 2020, Decreto Semplificazioni amended Legge Stanca to extend its digital accessibility requirements—which initially focused on the public sector—to private businesses with an annual turnover exceeding €500M (averaged over the past three years of operation). This decree also applies to companies with an annual turnover of less than €500M that are part of a group or holding that meets these financial criteria.

Requirements:

Companies covered by this 2020 decree must meet the accessibility requirements set forth by Legge Stanca, which align with the requirements of the EU WAD.

As of 2022, businesses obligated under Legge Stanca (through Decreto Semplificazioni) must also meet the requirements of Decreto Legislativo n.82/2022, Italy's transposition of the EAA.

The standard for compliance with the WAD, EN 301 549, is also the presumptive compliance standard for the EAA. That means conforming with EN 301 549 is the best practice for meeting the requirements of both laws.

Enforcement:

Companies found in violation of Decreto Semplificazioni will receive a notice granting them 90 days to ensure their digital properties are accessible and compliant. Failure to comply within this timeframe could result in fines of up to 5% of their annual turnover. Non-compliant companies may also have their operations suspended by AgID.

Decreto Legislativo n.82/2022 (Legislative Decree n.82/2022)

Summary:

Decreto Legislativo n.82/2022 is Italy's transposition of the EAA. This transposition law establishes accessibility requirements for many consumer products and services circulating within Italy. These include many types of digital experiences, such as websites and apps related to e-commerce, banking, and transportation. Notably, any business that provides covered products or services to consumers in Italy must meet the law's requirements, even if they are located outside of Italy.

Businesses already subject to Legge Stanca through Decreto Semplificazioni—that is, companies with an average annual turnover exceeding €500M in the past three years of operation, or those under a group or holding that meets these financial criteria—were required to comply with Decreto Legislativo n.82/2022 by November 2022.

Private entities newly bound by Decreto Legislativo 27 n.82/2022 must comply by June 2025, the EU deadline for the EAA enforcement.

Requirements:

The requirements for compliance with Decreto Legislativo n.82/2022 align with the general requirements for EAA compliance. To meet these, organizations covered by the law should ensure their web and mobile content conforms with EN 301 549. Conformance with EN 301 549 involves adhering to digital accessibility best practices including:

- Ensuring compatibility with assistive technologies like screen readers.
- Offering flexible input methods.
- Providing alternatives for visual and auditory content.

The EAA also mandates that software and hardware associated with covered products and services are accessible to people with disabilities.

Decreto Legislativo n.82/2022 (Legislative Decree n.82/2022) (continued)

Enforcement:

Enforcement of Decreto Legislativo n.82/2022 began on November 5, 2022 for private organizations covered by Legge Stanca. For organizations newly bound by this decree, enforcement will begin in June 2025.

Companies that were not previously subject to Legge Stanca, and that are now subject to Decreto Legislativo n.82/2022, may face the following penalties for violating this decree:

- **Fines:** The law allows for fines ranging between €5,000 and €40,000.
- **Company sanctions:** If a business does not address a violation within the time frame required by regulatory authorities, the Ministry of Economic Development can limit the sale of a product in Italy or remove it from the market.
- **Damages:** If an individual with a disability experiences unfair treatment, they can file a complaint with AgID and may be entitled to compensation for damages suffered.

Companies that were previously obligated to meet the compliance requirements of Legge Stanca may face fines of up to 5% of their annual turnover for failure to comply with Decreto Legislativo n.82/2022.

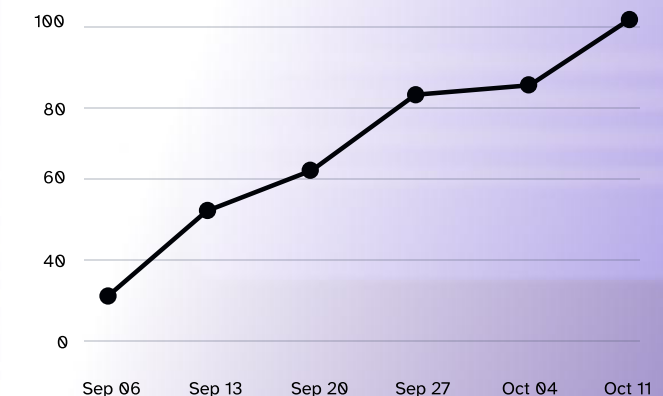
Start your journey to compliance

To comply with current Italian digital accessibility laws and stay ahead of the 2025 EAA enforcement deadline, we recommend that your organization start by taking the following actions:

- 🔍 Audit your digital assets for conformance with EN 301 549.
- ⚠️ Swiftly address existing accessibility issues in your digital assets.
- ✅ Publish a detailed accessibility statement, and regularly update this document.

Third-party digital accessibility solution providers, like Level Access, can help you understand your legal obligations and equip you with advanced technology, expert support services, and training to ensure all assets in your portfolio are accessible and compliant.

Accessibility health score



Let's get started

Engage our team to make accessibility a priority now. An investment in digital accessibility today is an investment in the sustainability and success of your company tomorrow.

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