

Microsec Ltd.

Information for disabled people

On facilitating the use of services

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1 The Service provider

1.1 Identification data of service provider

Name of company:	Microsec Ltd.		
Registered address:	1033 Budapest, Ángel sanz Briz út 13.		
Company registration number:	01-10-047218		
Phone number:	+36 (1) 505-4444	Fax number:	+36 (1) 505-4445
Website:	www.microsec.hu , www.e-szigno.hu		

1.2 Aim of service provider

Microsec Ltd. strives to ensure equal opportunity access to the services provided by the company to the highest possible standards.

In order to establish equal opportunities regarding the service, the company applies every possible and reasonable measure to make its services available without obstructions to disabled people as well. It is especially important for us to ensure that our disabled clients receive services, which are adapted to their special needs, of the same quality as those for our other clients.

Microsec Ltd. cooperates with clients in order to guarantee them an administrative process which is the most suitable for their personal needs within the framework determined by the certification practice statements of the company.

The certification practice statements of Microsec Ltd. are available via the link below:

<https://e-szigno.hu/letoltesek/dokumentumok-es-szabalyzatok/>

2 Measures regarding equal opportunities

The Service Provider supports the use of services with equal opportunities via the following measures:

- a) operation of a customer service office in a barrier-free building;
- b) operation of a call centre;
- c) providing an opportunity for personal administration following a previous agreement on the date;
- d) administration via an authorised representative, except in cases of obligatory personal registration required by the regulations of the Service Provider;
- e) facilitating the barrier-free use of the website and the webservices of the provider;
- f) use of an assistant during video identification;
- g) providing the opportunity for on-site administration;
- h) accessibility provided by software published by the Provider.

2.1 Call centre

The Service Provider established a call centre to facilitate keeping contact with and communication for disabled people.

The call centre provides general information regarding the questions about the services, and also support in solving technical problems.

Our call centre is available on working days between 8:30 a.m. and 4:30 p.m. via the following phone number: (+36-1) 505-4444.

2.2 Barrier-free customer service office

The customer service office of the Service Provider can be accessed easily by clients with reduced mobility.

The office, which can be found on the ground floor of Building C in Graphisoft Park, Southern Area.

(1033 Budapest, Ángel Sanz Briz út 13.) is barrier-free, the entrance door of the building and the interior doors are step-free. In addition, a barrier-free toilet can be found on the ground floor of the building.

2.3 Signing a contract

In order to support visually impaired people, the Service Provider also accepts contracts signed by authorised representatives, if representation is based on an authorisation which meets the required formal criteria.

2.4 Personal administration

In a certain group of cases, the Service Provider allows for personal administration for its clients by prior appointment. Such cases are, for example, the personal submission of requests, or the takeover of devices provided by the Service Provider. The Service Provider provides a separate meeting room for personal administration.

For an extra fee, which is determined in the price list (<https://e-szigno.hu/arlista/>), on-site administration can also be requested for personal administration at a desired location.

2.5 Barrier-free website and webservice

The Service Provider's websites and web services are tested at WCAG 2.1 AA level based on the ETSI EN 301 549 standard recommended for trust services (the ETSI recommendation was incorporated into this WCAG version), and any discrepancies found are evaluated and corrected.

2.6 Video identification

During remote (video) identification provided by the service provider, the European Accessibility Act (2019/882) Directive and Act XVII of 2022, as well as Article 15 of eIDAS, allow the presence of a helper during video identification.

2.7 Client software

In the case of service provider client software that can be installed on a graphical operating system, a screen reader can be used.

2.8 Server-side software

In the case of server-side software with a console (text) interface, a screen reader can be used.

2.9 Mobile applications

The service provider (in the absence of a technical solution) has an agreement on testing its mobile application (e-Szignó Mobile). It evaluates and improves the findings.