



# Pando Mobile and Web Accessibility Statement

The Pando app is developed and owned by Beacon Medical Systems Ltd. We want as many people as possible to be able to use the app.

## Compliance status

The Pando apps for Apple iOS and Android devices, and the Web app accessed online from a browser on your desktop or laptop computer, are partially compliant with the **Web Content Accessibility Guidelines version 2.1 AA standard**.

## How accessible is the Pando App?

In the Pando online Web app and Mobile app, a version of the app you can access from the browser on your desktop or laptop computer, you should be able to:

- Change colours, contrast levels and fonts.
- Zoom in up to 200% with the text staying visible on the screen.
- Navigate using just a keyboard.
- Navigate using speech recognition software.
- Read using a screen reader, including the latest versions of JAWS, NVDA and VoiceOver.
- Touch targets close to minimum size are surrounded by a small amount of inactive space.
- Aria targeting is applied for button selection on the majority of screens.

Not all of the Pando app is fully accessible. For example:

- Not all labels for links and images are available using a screen reader.
- Some underline links of the site are not navigable for colour-blind users.
- Some images do not have good alternative text.
- Some pages have poor colour contrast.
- Some heading elements are not consistent.

## How to request feedback and contact information.

In the Pando app for Apple iOS and Android devices, you can use the built-in:

- [Apple iOS accessibility settings](#)
- [Android accessibility settings](#)

If you need information or give us feedback, send an email to [support@hellopando.com](mailto:support@hellopando.com)

## Technical information about accessibility.

As a provider to the NHS, Beacon Medical Systems is committed to making the Pando app and Website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

**We are currently working to improve the accessibility of the Pando App.**

## How we tested the Pando App.

This Pando Web App and Mobile App has been tested for compliance with the Web Content Accessibility Guidelines V2.1 level A and level AA, and these tests have been carried out internally.

## Preparation of this accessibility statement.

This statement was prepared on the 3rd of August 2021.

It was last reviewed and updated on 12<sup>th</sup> November 2025.

We regularly test the Pando apps for accessibility needs. We're also committed to regular audits of the apps by independent specialist assessors.