Accessibility statement

Deezer website

Deezer is committed to making its websites, intranet, extranet, and software accessible (as well as its mobile applications and digital urban furniture) in accordance with Article 47 of Law No. 2005-102 of February 11, 2005.
To this end, Deezer will soon publish its multi-year digital accessibility plan, as well as its annual action plan.
This accessibility statement applies to https://www.deezer.com/fr/.

Compliance Status

Deezer.com website is **Not compliant** with the General Accessibility Improvement Framework (RGAA), version 4.1.2, due to the non-compliances listed below.

Test Results

The compliance audit carried out by Ethic First reveals that 28.57% of the RGAA version 4.1.2 criteria are met.

Non-accessible Content

Non-compliances
- Information-carrying images do not have text alternatives, particularly in the comparative offers table;
- Decorative images are not correctly ignored by assistive technologies;
- Images containing text on the blind test pages must be replaced by styled text or have a replacement mechanism;
- Frames containing blind tests do not have a title;
- Frames containing advertisements have irrelevant titles;
- Information about current pages, lyrics tracking, popularity level, and blind test answers is conveyed by color alone;
- Some texts have insufficient contrast with their background;
- Form fields have insufficient contrast with their background;
- Blind test songs play automatically and cannot be controlled by the user;
- Table titles in notification preferences are not associated with the tables;
- Some tables in notification preferences have undeclared headers;
- Some links are not explicit enough, many have duplicate labels or contain images that should not be rendered;
- Links to social networks, to the homepage, or to blind tests do not have labels;
- Tab or accordion systems, carousels, dialog windows, menus, dropdown lists, sorting or navigating tables and blind tests are not compatible with assistive technologies;

- Selecting artists during registration, links on the homepage, and audio player buttons are not accessible via keyboard;
- Navigating in member management windows triggers a context change initiated by a script, without notifying the user;
- Messages about adding to favorites, deleting a user, or password entry assistance are not rendered by assistive technologies;
- When the audio player is present, pages do not have relevant titles;
- The language of some English labels or language menu options is not indicated in the source code;
- Tags are used solely for presentation purposes;
- Content is not always properly structured with headings;
- The document structure is not always accessible, as some content structuring tags are not implemented or named;
- Some lists are not properly structured;
- Outdated tags and attributes are used for layout purposes;
- Visible, information-carrying content is missing if stylesheets are disabled: the homepage link and popularity levels;
- The content of artist, album, etc. pages is no longer understandable when stylesheets are disabled;
- The selection of artists at the end of registration is not readable when the user applies 200% zoom;
- Some links in the cookie window, on the authentication page, or in account settings—whose nature is not obvious—are not sufficiently visible compared to surrounding text;
- Focus indication is not always visible;
- Information about options included in offers on the homepage, about current pages, or about profile modification is given solely by shape, size, or position;
- Content cannot always be displayed without horizontal scrolling in a 320px wide window;
- Text spacing properties may cause overlaps in the header menu;
- Tooltips appearing on hover or when a component receives focus cannot be hidden using the keyboard;
- Tooltips or buttons displayed via CSS styles only cannot be made visible via keyboard;
- Some form fields for language selection, search, or checkboxes in title or notification lists do not have a label;
- Labels are not attached to checkboxes or radio buttons in the cookie window or the audio player settings menu;
- Fields of the same type (radio buttons or checkboxes) are not grouped;
- Field groupings do not have a legend;
- Input control is not accessible, as the required nature of some fields is not indicated or is poorly indicated;
- Input control when deleting members should be accompanied by indications about case sensitivity to facilitate correction;
- Some fields lack autocomplete suggestions to facilitate automatic filling during registration or authentication;
- Each set of pages does not have at least two navigation systems; only one menu is present;

- Grouping content areas present on several pages cannot all be reached or bypassed;
- There is no skip link or quick access to the main content area;
- Tab order is not always coherent;
- Audio player keyboard shortcuts using a single key (lowercase or uppercase letter, punctuation, number, or symbol) cannot be controlled by the user;
- Opening advertising windows is triggered without user action;
- Downloadable office documents do not have an accessible version;
- Moving advertisements, scrolling text, and animated images cannot be controlled by the user;
- Features usable or available through a complex gesture on mobile, in particular, are not available via a simple gesture.

Establishment of this Accessibility Statement

This statement was established on 09/17/2025.

Technologies Used for Website Development

- HTML5
- CSS
- JavaScript
- PDF

Testing Environment

Content rendering checks were carried out based on the reference combination provided by the RGAA reference base, with the following versions:
- Firefox version 143.0 and NVDA 2025.3.

Accessibility Evaluation Tools

- ANDI module (Accessible Name and Description Inspector);
- Colour Contrast Analyser;
- Web Developer extension;
- Developer tools integrated into the Firefox browser.

Pages Subject to Compliance Verification

- Home;
- Legal Notice;
- Accessibility;
- Offers;
- Features;
- Registration (steps 1 to 3);

- Registration (artist selection);
- Authentication;
- Audio player;
- Concerts;
- Search results;
- All our universes;
- Chill universe;
- Artist page;
- Album page;
- Account settings + account menu;
- Notification preferences;
- Manage my recommendations;
- Explore;
- FloodCast;
- Sunny day playlist;
- Favorites;
- Favorites (Coups de cœur);
- Create my playlist;
- [Family] Members, create an account, Manage members;
- [Premium] Blindtest;
- [Premium] Disney warm-up (solo mode);
- [Premium] Friends mode;
- [Premium] To join.

Feedback and Contact

If you are unable to access any content or service, you can contact the person responsible for Deezer to be directed to an accessible alternative or to obtain the content in another form.

- Send a message to accessibility@deezer.com ;

Appeals Procedure

If you notice an accessibility issue preventing you from accessing content or a site feature, report it to us and do not receive a response, you are entitled to submit your complaint or a referral request to the Rights Defender (Défenseur des droits).

Several options are available to you:

Several options are available to you:

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