Digital accessibility multi-years Deezer action plan 2025-2027

Date of first publication:	June 2025
Date of last update:	June 2025

Table of contents

Introduction

[Article 106 of Law No. 2016-1321](#) of 7 October 2016 for a Digital Republic and its implementing [decree No. 2019-768](#) of 24 July 2019 define the requirements for the accessibility of online public communication services.

These fundamental texts require us to produce a specific accessibility statement for each online service, as well as a Multi-Year Accessibility Plan. The latter, presented in this document, embodies our vision of an inclusive musical experience and reflects Deezer's proactive policy regarding digital accessibility.

Accessibility policy

At Deezer, we believe that music is a universal experience that should be accessible to everyone. As a major player in audio streaming, we are fully aware of our responsibility towards people with disabilities and are actively committed to this cause.
This belief naturally forms part of our diversity and inclusion policy. We are working to strengthen the accessibility of our services and are gradually integrating these issues into the development of our platform. Although some of our features are already accessible, we are continuing our efforts to extend this accessibility to the entire user experience.

Our ambition is clear: to make accessibility a central element of our future development. This is a commitment we pursue with determination, guided by our desire to enable everyone to fully live their passion for music, whatever their particularities.

Human and financial resources

Digital accessibility officer

As part of its accessibility initiative, Deezer has appointed Céline Rouquié as Digital Accessibility Officer. She coordinates the implementation of our accessibility policy and supports teams through this transformation.

Her mission is structured around three main areas:
- Leading initiatives to improve the accessibility of our services
- Raising awareness and supporting internal teams in adopting best practices
- Monitoring our progress in digital accessibility

Disability officer

In accordance with legal obligations on professional inclusion, Deezer has appointed Cyrielle Pieczyrak, a member of the Human Resources team, as Disability Officer. In this official role, she provides guidance, information, and support to employees with disabilities, ensuring compliance with our legal obligations while fostering an inclusive work environment.

External resources

To ensure an objective evaluation of the accessibility of our services, Deezer collaborates with an independent agency specialising in digital accessibility. This external expertise allows us to:
- Benefit from rigorous, impartial accessibility audits
- Obtain an accurate assessment of our strengths and areas for improvement
- Establish a transparent accessibility statement in line with legal requirements

We also work with independent expert UX writers, tasked with creating clear and inclusive interface texts that speak naturally to every user. This approach eliminates barriers related to technical language and complex concepts, ensuring smooth navigation and immediate understanding of our services for our entire community.

These partnerships demonstrate our commitment to a professional and objective approach to evaluating and improving the accessibility of our platform.

Training

Awareness

As part of our diversity policy, Deezer has for several years offered an ambitious programme of events focused on accessibility. Personalities from sport and culture, themselves experiencing various forms of disability, have been invited to share their experiences with our employees.
Awareness sessions have included topics such as neurodiversity, sign language, deafness, and more.

Specific training

As part of our commitment to accessibility, Deezer launched a dedicated training programme in November 2024. This initiative aims to raise awareness and equip our technical and product teams—product managers, product designers, engineers, and QA analysts—with essential knowledge about digital accessibility.
This training module is part of our ongoing improvement approach. It enables our employees to acquire the skills necessary to integrate accessibility principles right from the product design phase, thereby contributing to the creation of a more inclusive user experience.

This training marks an important step in our desire to develop digital services accessible to as many people as possible.

User contact

Users wishing to contact Deezer to report an accessibility issue can do so via the contact form available on our support site: https://support.deezer.com/hc/fr/requests/new

Implementation

Scope

Website:
- Deezer.com
- https://support.deezer.com/hc/fr

Mobile applications:
- iOs
- Android

Design, specifications and development

Accessibility is now at the heart of our creation process, from design to final development. Our commitment is reflected in the full mobilisation of our teams to deliver inclusive and accessible experiences to all our users.
Our approach is based on three essential pillars:
- Inclusive Design: Accessibility is integrated from the design phase by our product designers, who create natively accessible experiences. This approach is reflected by:
  - Systematic integration of large print versions in graphic mock-ups
  - A design system in which every component strictly meets accessibility criteria
  - Product design guidelines that include a specific framework for accessibility, guiding all our internal practices
- Adapted Text Content: The copywriting teams develop precise and relevant audio descriptions, ensuring an equivalent experience for users relying on assistive technologies. They also ensure that our writing guidelines are applied to make interfaces understandable to everyone, whatever their difficulties (cognitive, digital divide, etc.).
- Guaranteed Quality: Accessibility is an integral part of our quality process. Our QA analysts apply rigorous testing protocols that include accessibility criteria, thus ensuring our products' compliance.

User testing

Our drive for an accessible musical experience began in 2020 with a major initiative: organising testing sessions with visually impaired and blind users. This step enabled us to establish an initial diagnosis of accessibility on one of our mobile experiences.
Although we have not conducted further sessions since this initial evaluation, we plan to repeat this approach in the medium term. To do so, we aim to rely on local associations to engage directly with people with disabilities and thus enhance our understanding of their needs.

Audit

As part of our commitment to accessibility, we are currently conducting a thorough audit across the previously defined scope. The results of this evaluation, including a detailed rating, will enable us to refine and strengthen our multi-year action plan.
At the same time, our expertise and in-depth understanding of accessibility issues have already allowed us to identify the main areas for improvement to make our products more inclusive. The next section presents these strategic priorities, which will be enriched and adjusted according to the conclusions of the ongoing audit.

Deezer's digital accessibility action plan

The following action plan may change in the next two months, depending on the results of the audits carried out on our products.

Action plan 2025

- Commissioning and receipt of audits on our products
- Prioritising tasks identified as blocking by the audit in the 2026 roadmap
- Focus on ensuring our iOS and Android mobile interfaces are compatible with the large print text setting
- Internal testing on our Android TV experience and adjusting the interface accordingly

Action plan 2026

- Development of prioritised blocking tasks following the audit
- Focus on audio descriptions for our mobile and web products
- Conducting a follow-up audit to evaluate progress made
- Prioritising major tasks in the 2027 roadmap
- Scheduling new training sessions to increase the number of internally trained staff

Action plan 2027

- Development of major tasks prioritised following the second audit
- Improving the accessibility of our ancillary websites that do not directly impact the music experience (Deezer jobs, Deezer community, etc.)
- Scheduling new training sessions to increase the number of internally trained staff
- Conducting the annual audit