

Accessibility Statement

This accessibility statement applies to the website mastermark.fi, maintained by Mastermark Oy, and it was created on May 21, 2025.

Accessibility Status

The website partially or fully complies with the WCAG 2.1 A and AA level criteria. We are continuously working to improve accessibility and ensure that our services are available to all users.

Identified Deficiencies

Some images may lack alternative text.

Certain documents may not be fully accessible.

There may be elements on the site with insufficient color contrast.

Provide Feedback

If you encounter accessibility issues or need content in a more accessible format, please contact us:

Email: tech-support@mastermark.fi

Phone: +358 20 781 5555

We will do our best to correct the deficiencies and respond to feedback within 14 days.

Supervisory Authority

If you are not satisfied with the response you receive or do not receive a response within 14 days, you can file a complaint with the accessibility supervisory authority:

Finnish Transport and Communications Agency Traficom
Digital Accessibility Supervision Unit
www.webaccessibility.fi
[saavutettavuus\(at\)traficom.fi](mailto:saavutettavuus(at)traficom.fi)
telephone switchboard +358 29 534 5000

Liikenne- ja viestintävirasto Traficom
Digitaalisen esteettömyyden ja saavutettavuuden valvontayksikkö
www.saavutettavuusvaatimukset.fi
[saavutettavuus\(at\)traficom.fi](mailto:saavutettavuus(at)traficom.fi)
puhelinnumero vaihde +358 29 534 5000

Transport- och kommunikationsverket Traficom
Enheten för tillsyn över digital tillgänglighet
www.tillganglighetskrav.fi
[tillganglighet\(at\)traficom.fi](mailto:tillganglighet(at)traficom.fi)
telefonnummer växeln +358 29 534 5000

We are continuously working to improve the accessibility of our website so that it serves all users as well as possible.