



goodfinity

Goodfinity Accessibility Statement

Last modified: April 23, 2026

1. Our Commitment

Goodfinity is committed to making our websites and platform accessible to the widest possible audience, regardless of ability. We believe technology that serves charities and nonprofits should be usable by everyone on their teams, including people with disabilities.

2. Conformance Target

We aim for our websites (goodfinity.ca and goodfinity.com) and our customer-facing platform to conform to the Web Content Accessibility Guidelines (WCAG) 2.1 at Level AA, published by the World Wide Web Consortium. WCAG 2.1 Level AA is the conformance target referenced by:

- the U.S. Americans with Disabilities Act (ADA) Title III and Section 508 of the Rehabilitation Act;
- Canada's Accessible Canada Act (ACA) and the Accessibility for Ontarians with Disabilities Act (AODA);
- the European Accessibility Act, and the UK Equality Act 2010.

3. Measures We Take

We support accessibility by:

- including accessibility requirements in our design and development process;
- using semantic HTML, ARIA attributes where appropriate, and keyboard-navigable interfaces;
- providing text alternatives for non-text content;
- ensuring sufficient colour contrast between text and background;
- testing new features with keyboard-only navigation and screen-reader tools;
- periodically reviewing our sites and product against WCAG 2.1 AA.



4. Known Limitations

While we work toward full WCAG 2.1 AA conformance, we know some areas of our sites and product do not yet fully conform. Known limitations include:

- some charts in the Insights Engine dashboard do not yet provide fully equivalent text alternatives; we are working on an accessible-data-table alternative view
- Third-party elements that we cannot control
- Keyboard navigation

If you encounter an accessibility issue that is not listed, please let us know — see Section 6 below.

5. Testing and Assessment

Goodfinity's accessibility program includes:

- automated scans of the Sites using accessibility scanners
- manual testing with keyboard-only navigation and major screen readers (NVDA and VoiceOver);
- Accessibility audits conducted by our team with every website update.

We review the findings of these assessments and maintain a prioritized remediation backlog.

6. Feedback and Contact

If you encounter a barrier to accessibility on our Sites or in our platform, please tell us. We take all feedback seriously and use it to prioritize our remediation work.

- Email: circle@goodfinity.ca
- Mail: Goodfinity Accessibility, 101-1865 Dilworth Drive, Kelowna, British Columbia, Canada V1Y 9T1

When you report an issue, please include:

- the URL of the page where you encountered the issue;
- a description of the issue and what you were trying to do;
- the assistive technology (if any) you were using, including the browser and operating system;
- how we can reach you if we need more information.

We aim to respond to accessibility feedback within five business days and to provide an update on remediation within 30 days of the initial report.



7. Alternative Access

If you need to use a feature of our platform that is not fully accessible to you, contact us at circle@goodfinity.ca and we will work with you to find an alternative way to accomplish your task — for example, by providing the underlying data in an alternative format, walking you through the task with a support representative, or temporarily performing the task on your behalf.

8. Formal Complaints — United States

If you believe we have not adequately addressed your accessibility concern, you may file a complaint with the U.S. Department of Justice under Title III of the ADA, or with your state attorney general's office.

9. Formal Complaints — Canada

Customers in Ontario may file a complaint under the AODA by contacting the Accessibility Directorate of Ontario. Customers in other provinces may contact their provincial human rights commission.

10. Updates to This Statement

This statement was last updated on the date shown at the top. We review it at least annually and update it whenever there is a significant change to our accessibility program.