

Responsible Disclosure Policy

Have you discovered a security flaw in any of the systems used and/or offered by Duodeka? Please notify us before informing the outside world, allowing us to take action. Doing so is called 'responsible disclosure'.

What to do

- Report the flaw as soon as possible by sending an email to sa@duodeka.com.
- Do not share any information about the flaw with others until it has been remedied.
- Give enough details to enable us to reproduce the flaw so that it can be remedied as soon as possible. The IP address, domain or URL of the ICT system and a short description of the security flaw is usually sufficient. For more complex flaws, we would like to receive a more detailed description.
- Please leave your contact details (e.g. e-mail address or phone number), allowing us to contact you later, in case there are any questions, or in order to offer a reward.
- Deal responsibly with the information in your possession. Do nothing beyond what is necessary to demonstrate the security flaw.

What not to do

- Install malware or change the system in any other way;
- Copy, change, or delete data in the ICT system concerned;
- Repeatedly visit the system or share access with others;
- Use 'brute force' to open the system;
- Try denial of service or social engineering.

What to expect

- When you report the security flaw, check that you comply with the conditions described above. If you do so, we will not attach any legal consequences to your notification.
- Duodeka treats the notifications it receives confidentially. It will not share your personal details with third parties without your permission unless required to do so by law or a court order.
- Duodeka can, if you wish, mention your name as the one who discovered the security flaw.
- Duodeka will respond to your notification within five working days. The response will contain an assessment of your notification and the date on which it expects to remedy the flaw.
- Duodeka will keep you – as the one who discovered the flaw – informed of the progress made in remedying it.
- Duodeka will remedy the flaw as soon as possible, certainly no later than 30 days after receiving the notification.
- Duodeka will give you a reward as acknowledgement of your assistance.