

## Responsible Disclosure Statement (EN)

At Syntess Software, we consider the security of our systems extremely important. Despite our efforts to keep them secure, vulnerabilities may still exist.

If you discover a weakness in one of our systems, please inform us so we can take measures as quickly as possible. We would like to work with you to better protect our customers and systems.

### We ask you to:

- Email your findings to [security@syntess.nl](mailto:security@syntess.nl).
- Do not misuse the issue, for example by downloading more data than necessary to demonstrate the vulnerability or by viewing, deleting, or modifying third-party data.
- Avoid viewing, copying, or disclosing personal data or sensitive company information during your research.
- Not share the issue with others until it has been resolved, and delete all confidential data obtained through the vulnerability immediately after it has been fixed.
- Refrain from attacks on physical security, social engineering, distributed denial-of-service (DDoS), spam, or third-party applications.
- Provide enough information to reproduce the problem so we can resolve it as quickly as possible. Usually the IP address or URL of the affected system and a description of the vulnerability are sufficient, but more may be needed for complex issues.
- Report immediately if unintended damage occurs or sensitive information is accessed, so we can minimise the impact.
- Limit your research to Syntess systems and do not run tests on production environments or systems explicitly excluded from testing.

### What we promise:

- We will respond to your report within three working days with our assessment and an expected resolution date.
- We will treat your report confidentially and will not share your personal data with third parties without your consent unless required by law. Reporting under a pseudonym is possible.
- We will keep you informed about the progress of resolving the issue.
- In any communication about the reported problem, we will mention your name as the discoverer if you wish.
- As thanks for your help, we offer a reward for every report of a security issue previously unknown to us. The amount depends on the severity of the vulnerability and the quality of the report.

As long as action is taken within the above conditions, we will not take any legal action. Thank you for acting responsibly.

We strive to resolve all issues as quickly as possible and would like to be involved in any publication about the problem after it has been resolved.