

OVET B.V. Processes

Process : Information security
Title : Responsible Disclosure policy
Versie : 1.0
Datum laatste aanpassing : June 25th 2024



OVET considers the security of its own website and systems to be extremely important. Despite our efforts to ensure their security, it is possible that a vulnerability may still exist or arise.

If you have discovered a vulnerability in one of our systems, we would appreciate it if you let us know so we can take action as quickly as possible. We would like to work with you to better protect our customers and our systems.

Please note that this is **not** an invitation to actively scan or test our systems for vulnerabilities, we take care of that ourselves.

We ask that you:

- Email your findings as soon as possible to ict@ovet.nl. We take every report seriously and investigate all suspected vulnerabilities.
- Provide sufficient information to reproduce the problem, so we can resolve it quickly. Usually, the IP address or URL and a description of the vulnerability are sufficient, but more complex issues may require additional information.
- Do not perform tests involving physical security, social engineering, or third-party applications.
- Do not carry out brute force or Denial-of-service.
- Do not exploit the vulnerability, for example by modifying or deleting data or installing malware.
- Do not copy data from our systems, except where strictly necessary to demonstrate the vulnerability.
- Provide contact details (email and phone number) so we can get in touch and work together toward a secure outcome.
- Do not share the issue with others until we have resolved it.
- Delete all confidential data immediately after the vulnerability has been resolved.

We promise:

- To respond to your report within five business days with an assessment and an expected resolution date.
- To treat your report confidentially: we will not share your personal information without your consent, except with law enforcement if required by law or in case of a criminal report.
- To keep you informed of the progress in resolving the issue.
- To credit you as the discoverer in any public communication about the issue, if you wish.
- That accidental discovery of a vulnerability in our online environment will not lead to legal action, as long as you follow the rules and act in accordance with this Responsible Disclosure Policy.