

## **RESPONSIBLE DISCLOSURE**

We at Vencomatic Group B.V. and our subsidiaries (VENCOMATIC) work hard every day to maintain and improve our systems and processes so that our customers can work safely online at all times. However, should you find a weakness in one of our IT systems, we would appreciate your help.

### What do we expect from you?:

Email your findings to [security@venromaticgroup.com](mailto:security@venromaticgroup.com). Please provide sufficient information with the report, including:

1. the IP address or URL of the affected system;
2. explanation in the form of a roadmap on how to reproduce the problem;
3. any screenshots.

Provide your report with your contact details so that we can contact you with any questions.

Report a security breach as soon as possible after its discovery.

Secure your own systems as well as possible.

Do not make the security problem public until it is solved.

### Rules:

Please take responsibility and act with extreme care and caution. When investigating the matter, only use methods or techniques that are necessary in order to find or demonstrate the weaknesses. Please do not:

- View or download data from anyone other than yourself.
- Add, modify or delete data in our systems.
- Take advantage of weaknesses you discover.
- Penetrate the system more often than necessary.
- Share information obtained with third parties.
- Make system changes.
- Use brute force, i.e. try out all possibilities to penetrate a system.
- Use social engineering, i.e. penetrate our system via a person.
- Carry out a (distributed) DoS attack on our services or systems.
- Knowingly send, upload, link to or post malware.
- Test in a way that makes you harass other people. Think of having spam mail sent.

### What we do with your report?:

- Your report is being investigated. We will contact you shortly to go through the weaknesses you found. We would like to hear how you found them and discuss the follow-up actions we are taking.
- We will resolve your reported security problem as soon as possible.
- We assume that you comply with the above rules. If it appears that you have violated the above rules, we may report you.
- We will treat information obtained from you confidentially and will not share your personal data without your consent, subject to the law.
- We may offer a reward of up to €500. The amount of the reward is not fixed in advance and depends on the nature of the report.

### Your privacy:

We will only use your personal details to take action based on your report. We will not share your personal details with others without your express permission.

What shouldn't I use [security@vencomaticgroup.com](mailto:security@vencomaticgroup.com) for?:

The email address is not intended for the following:

1. To submit complaints about VENCOMATIC's products or services
2. To submit questions or complaints about the availability of the website
3. To report fraud or suspicion of fraud
4. To report phony emails or phishing emails
5. To report viruses

Can I report a weakness anonymously?

Yes, you can. You do not have to give us your name and contact details when you report a weakness.

Please realize, however, that we will be unable to consult with you about follow-up measures, e.g. what we do about your report, further collaboration, giving you credit or a possible reward.