



Responsible Disclosure Policy

DOCUMENT TYPE

DOCUMENT TITLE

Responsible Disclosure Policy

DOCUMENT LABEL

HR Policies

		DATE	NAME	DOCUMENT NUMBER	
	CREATED	05/04/2023	Harriet Brannam	v1	taken from website
	CHECKED	20/4/2023	Bianca Claessens, Fiona Morgans and Nicki Hawkins	v2	
	APPROVED	20/4/2023	Bianca Claessens, Fiona Morgans and Nicki Hawkins	v2	

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Revision History

Rev	Date	Author	Revision Description
v1.0	May 2020	unknown	Created for website by Nicki, Lewis or Alex
v2.0	Apr 2023	Bianca, Fiona and Nicki	Annual review and minor tweaks

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1. Introduction

At Razorsecure, we consider the security of our systems a top priority. But no matter how much effort we put into system security, there can still be vulnerabilities present.

As such this policy is made public on our website for members of the public to report any found issues.

If you discover a vulnerability, we would like to know about it so we can take steps to address it as quickly as possible. We would like to ask you to help us better protect our clients and our systems.

2. Procedure

Please do the following:

- E-mail your findings to rdp@razorsecure.com. Encrypt your findings using our PGP key to prevent this critical information from falling into the wrong hands.
- Do not take advantage of the vulnerability or problem you have discovered, for example by downloading more data than necessary to demonstrate the vulnerability or deleting or modifying other people's data.
- Do not reveal the problem to others until it has been resolved.
- Do not use attacks on physical security, social engineering, distributed denial of service, spam or applications of third parties, and
- Do provide sufficient information to reproduce the problem, so we will be able to resolve it as quickly as possible. Usually, the IP address or the URL of the affected system and a description of the vulnerability will be sufficient, but complex vulnerabilities may require further explanation.

3. Response

What we promise:

- We will respond to your report within 3 business days with our evaluation of the report and an expected resolution date.
- If you have followed the instructions above, we will not take any legal action against you in regard to the report.
- We will handle your report with strict confidentiality, and not pass on your personal details to third parties without your permission.



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- We will keep you informed of the progress towards resolving the problem.
- In the event we need to report the information concerning the problem publicly, we will give your name as the discoverer of the problem (unless you desire otherwise).
- As a token of our gratitude for your assistance, we offer a reward for every report of a security problem that was not yet known to us. The amount of the reward will be determined based on the severity of the leak and the quality of the report. The minimum reward will be a £50 gift certificate.

We strive to resolve all problems as quickly as possible, and we would like to play an active role in the ultimate publication on the problem after it is resolved and our customers have been given a reasonable opportunity to deploy the fix.