

Introduction

The safety and security of our customers' data, as well as the reliability of our products and services, are of the utmost importance to Klaxoon. Therefore, we strive to design and manufacture solutions with the highest levels of security and reliability.

Despite our best efforts, due to the highly complex and sophisticated nature of our products and services, vulnerabilities may still be present in our products and services.

Purpose of this Policy

This policy describes Klaxoon's approach to requesting and receiving reports of potential vulnerabilities in its products and services from those who interact with its products and services.

Who is affected by this policy?

Customers, users, researchers, partners, and anyone else who interacts with Klaxoon products and services are encouraged to report identified vulnerabilities in its products and services.

Terms and Conditions

By reporting vulnerabilities to Klaxoon, via security@klaxoon.com or otherwise, you agree to the following terms and conditions:

What you must comply with

You confirm to Klaxoon that:

- You have not exploited or used in any way, and will not exploit or use in any way (other than for the purpose of reporting to Klaxoon), any discovered vulnerabilities and/or errors;
- You have not engaged, and will not engage, in systems testing/research with the intent to harm Klaxoon, its customers, employees, partners or suppliers;
- You have not used, misused, deleted, altered or destroyed, in the past, or in the future, any data that you have or may have access to in connection with the discovered vulnerability and/or error;
- You have not conducted, and will not conduct, any social engineering, spamming, phishing, denial of service, or resource depletion attacks;
- You have not and will not test the physical security of any Klaxoon property, building, or offices;
- You have not violated, and will not violate, any applicable laws in connection with your report and your interaction with the Klaxoon product or service that led to your report.
- You agree not to disclose to any third party any information related to your report, the vulnerabilities and/or errors reported, or the fact that a vulnerability and/or error was reported to Klaxoon.

How to submit a vulnerability report?

Contact email

The preferred method to contact Klaxoon regarding such vulnerabilities is to send us an email to security@klaxoon.com with a detailed report and the steps to reproduce the reported vulnerability or error

Content of the report

The main content of your report that will allow us to qualify your report is the details of the reproduction steps. Please be clear, exhaustive and explicit in describing these steps.

Ideally, a video that accompanies the report can help us better qualify your report.

Report template

As mentioned before, the replication steps are essential to the understanding of your report, but if possible, please also provide the following information:

- Summary: brief description of the vulnerability

Estimated impact: explain why you think this vulnerability is significant for our products and services

- CVSS v3 scoring: if you are comfortable with CVSS v3 scoring, please provide your estimate
- Reproduction steps: explanations of the PoC demonstrating the vulnerability
- Recommendations: suggestions for remediation or improvements
- References: if the vulnerability is based on a security standard (eg: OWASP ASVS), please provide a reference

Use of the report

Klaxoon may use your report for any purpose Klaxoon deems appropriate, including, but not limited to, patching vulnerabilities that are reported and that Klaxoon believes exist and require patching.

Intellectual Property of Remediation Proposals

To the extent that you propose changes and/or improvements to a Klaxoon product or service in your report, you assign to Klaxoon all use and ownership rights to such proposals.

Your contact information

Please note that providing your contact information with your Report is entirely voluntary and at your discretion. Klaxoon will use all submitted reports, whether anonymous or containing contact information. If you submit your contact information, Klaxoon will only use it to contact you to clarify the details of your report, if necessary, in accordance with our general data privacy policy, available here: <https://klaxoon.com/solutions-trust-center#compliance>.

Correction/Remediation Information

Klaxoon does not guarantee a response to your report. However, we will certainly do so if we deem it necessary, depending on the content of the report and the quality of the information provided.

Rewards and incentives

You agree that you are making your report without any expectation or demand for rewards or other benefits, financial or otherwise, and without any expectation or demand that the reported vulnerabilities be fixed by Klaxoon.