

Helvar Vulnerability Disclosure Policy

We at Helvar are committed to ensuring the security of our users, products, and services. We understand that despite our efforts, vulnerabilities can occur. To address this, we have established a vulnerability disclosure policy to encourage responsible reporting of potential security issues.

Scope

This policy applies to any digital assets sold, owned, operated, or maintained by Helvar.

Reporting a Vulnerability

- Please provide your findings in English.
- Provide a clear, concise description of the potential vulnerability, including the steps to reproduce it.
- Include any proof of concept, code, or tools used during discovery.
- Do not disclose the issue to others until we have had a chance to address it.
- Avoid any privacy violations, destruction of data, or interruption or degradation of our service during your research.

What We Ask of You

- Please give us a reasonable amount of time to address the issue before considering public disclosure.
- Do not exploit a security issue you discover for any reason. This includes demonstrating additional risk, such as attempting data extraction, account takeover, or service disruption.

What You Can Expect from Us

- A prompt acknowledgment of your report (within 72 hours).
- Communication about the status of the vulnerability you reported.
- An open dialog to discuss issues.
- Notification when the vulnerability is fixed.

Safe Harbor

When conducting vulnerability research according to this policy, we consider this research to be:

- Authorized concerning any applicable anti-hacking laws.
- Authorized concerning any relevant anti-circumvention laws.
- Exempt from restrictions in our Terms of Service that would interfere with conducting security research.
- Lawful, ethical, and conducted in good faith.

Please submit your report via defect report form at:

<https://www.cognitofirms.com/Helvar/HelvarIntelligentLightingForBrighterSpacesDefectReport>

We value the security community and strive to address all concerns in a timely, professional manner. Thank you for your help in keeping Helvar and our users safe.