

Responsible Disclosure

At the Social Hotspot, the security of our systems is very important to us. Despite our concern for the security of our systems, it is possible that there is a weak spot. If you have found a weak spot in one of our systems, please let us know so that we can take measures as soon as possible. We would like to work with you to better protect our customers and our systems.

We ask you:

- Email your findings to security@socialhotspot.nl
- Not to abuse the problem by, for example, downloading more data than is necessary to demonstrate the leak or to view, delete or modify data from third parties,
- Do not share the problem with others until it is resolved and all confidential erase data obtained through the leak immediately after the leak is closed,
- Not to use attacks on physical security, social engineering, distributed denial of service, spam or third-party applications, and
- Provide enough information to reproduce the problem so that we can fix it as soon as possible. Usually the IP address or URL of the affected system and a description of the vulnerability will suffice, but more complex vulnerabilities may require more.

What we promise:

- We will respond to your report within 3 business days with our assessment of the report and an expected resolution date,
- If you have complied with the above conditions, we will not take legal action against you regarding the report,
- We treat your report confidentially and will not share your personal information with third parties without your permission unless this is necessary to comply with a legal obligation. Reporting under a pseudonym is possible,
- We will keep you informed of the progress of solving the problem,
- As a thank you for your help, we offer a reward for every report of a security problem unknown to us. We determine the size of the reward based on the seriousness of the leak and the quality of the report.

We aim to resolve all issues as quickly as possible and would be happy to be involved in any publication of the issue after it has been resolved.

[Reports with automated scanning software will never be accepted.](#)