

## Vulnerability Disclosure Policy

Last Reviewed: 07/12/2023

Next Review: 07/12/2024

### 1. Introduction

IoT Solutions Group (IoTSG) is dedicated to ensuring the security and privacy of its IoT solutions in compliance with UK regulations. This Vulnerability Disclosure Policy (VDP) outlines the guidelines for responsible disclosure of security vulnerabilities in IoTSG's products and services.

### 2. Legal Context

These security requirements are based on the UK's Code of Practice for Consumer IoT security, the leading global standard for consumer IoT security ETSI EN 303 645.

### 3. Scope

This policy applies to all products, services, and systems developed, maintained, or operated by IoTSG within the jurisdiction of the United Kingdom.

### 4. Reporting a Vulnerability

Security researchers and other individuals discovering vulnerabilities in IoTSG products or services are encouraged to report them promptly to our security team by sending an email to [support@iotsg.co.uk](mailto:support@iotsg.co.uk). The report should include:

- A detailed description of the vulnerability
- Step-by-step instructions to reproduce the vulnerability.
- Any supporting materials (e.g., proof-of-concept code, screenshots)
- Contact information for coordination and follow-up

### 5. Responsible Disclosure

IoTSG encourages responsible disclosure of security vulnerabilities. Reporters of any vulnerability are expected to refrain from publicly disclosing the vulnerability until IoTSG has had sufficient time to investigate and address the issue. We commit to acknowledging receipt of the report within five (5) business days and will provide regular updates on the status of our investigation.



## 6. Timelines

IoTSG follows a timeline, the duration of which may vary based on the severity and complexity of the issue. The general timeline is as follows:

- Acknowledge receipt within five (5) business days
- The Security team will then triage the reported vulnerability, and respond as soon as possible to ask for further information, if required.
- Notify the reporter when the reported vulnerability is resolved, or any remediation work is to be scheduled.
- With the consent of the reporter, IoTSG may publicly acknowledge their contributions on its website or in other communications as a token of appreciation for improving the security of its products and services.

## 7. Review and Update

IoTSG reserves the right to update this Vulnerability Disclosure Policy as needed. Researchers are encouraged to check our website regularly for the latest version.

**This policy has been approved & authorised by:**

**Name:** Emma Mahy  
**Position:** CEO & Co Founder  
**Date:** Dec 2023

**Signature:** *Emma Mahy*