

## Responsible Disclosure

At SnappCar, 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.

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 users and our systems.

Please do the following:

- E-mail your findings to [security@snappcar.nl](mailto:security@snappcar.nl)
- Do not take advantage of the vulnerability or problem you have discovered, for example by downloading or viewing more data than necessary to demonstrate the vulnerability or by 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 (DDoS), spam or applications of third parties, and
- Please don't use automated scanners as we do not accept submissions found by these as some scanners can cause a heavy load on our servers.
- **Include a clear attack scenario. How is what you're reporting an exploitable vulnerability and how will this affect us exactly?**
- Provide enough details but keep reproduction steps to-the point.

What we promise:

- We will respond to your report within 14 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,
- We will keep you informed of the progress towards resolving the problem and
- As a token of our gratitude for your assistance, we offer rewards for reports of security problems that weren't known to us and that meet the set criteria. The reward will be determined at the discretion of SnappCar and is based on the severity of the leak and the quality of the report. There is a maximum of a €300 wire transfer.

We strive to resolve all problems as quickly as possible.