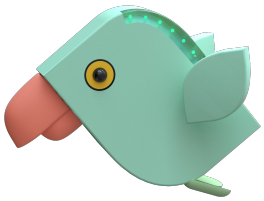

Date: **November 13, 2023**
Subject: **Vulnerability Disclosure Policy (VDP)**

This policy is intended to give various security researchers (as detailed below) clear guidelines for conducting vulnerability discovery activities and to convey our preferences in how to submit discovered vulnerabilities to us.

This policy describes what systems and types of research are covered under this policy, how to send us vulnerability reports, and how long we ask security researchers to wait before publicly disclosing vulnerabilities.

We want security researchers to feel comfortable reporting vulnerabilities they've discovered – as set out in this policy – so we can fix them and keep our users secured. We have developed this policy to reflect our values and uphold our sense of responsibility to regulatory security researchers who share their expertise with us in good faith and open disclosure.

This activity is part of SysAid's broader efforts to collaborate with cybersecurity organizations, academic institutions, civil communities, private enterprises, and CERT's all over the world on handling reported vulnerabilities while protecting SysAid cloud and on-prem customers.

Vulnerability Reporting procedure:

1. In our scope we include the following:
   a. SysAid public web portal
   b. SysAid on-prem of the two most recent versions
   c. SysAid cloud
2. Discovered vulnerabilities can be reported through a report form and sent to the SysAid support portal https://www.sysaid.com/support or email vulnerability@sysaid.com.
3. We strive to fix all reported vulnerabilities, as soon as possible and no later than 90 days from the day of disclosure. If we cannot resolve the vulnerability within that time frame, we might ask you for an extension before going public and would appreciate your cooperation.
4. SysAid will regard the report as invalid if any of the following situations occur:

   - If the information provided is not sufficient to define the vulnerability and either (1) no further information has been supplied by the reporter; or (2) SysAid is unable to reach the reporter for further information.

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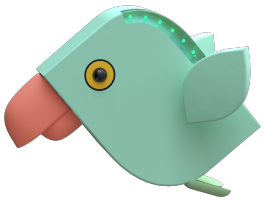

Date: **October 28, 2021**
Subject: **Vulnerability Disclosure Policy (VDP)**

- The vulnerability has been previously reported by others (thus, already addressed).
- SysAid is aware of the vulnerability and decides it does not need to be remediated.

7. Vulnerabilities reported to SysAid may be disclosed to the public within 90 days from the initial report.
   - The disclosed information includes the reporting date, detection date, affected product, description of the vulnerability, and the reporter's contact information (if agreed).
   - The reporter will be credited with disclosing the vulnerability. The reporter can request to be anonymous if they are not interested in being credited.
   - The detailed technical description will be disclosed only if the mitigation of the vulnerability is available, or in case the vulnerability has been confirmed as does not need to be remediated.

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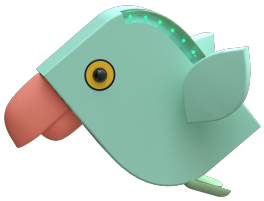

Vulnerability Reporting Form

Vendor Name:

What is the name of the affected product or software?

What version number of the product or software is affected?

Description

Vulnerability type

How does an attacker exploit this vulnerability?

What does an attacker gain by exploiting this vulnerability?

When was this vulnerability discovered?

Have you reported this elsewhere?

Is there evidence that this vulnerability is being actively exploited in the wild?

Your Contact Information

Name

Organization

Email address

Do you want to be acknowledged by name in any published document about this vulnerability?

Reporter Twitter Handle

Organization Twitter Handle

Remarks

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