
# Vulnerability Disclosure Policy

5/5/2020

## Revision History

| Revision | Description | Author | Authored Date | Release Date |
|---|---|---|---|---|
| 1 | Initial | Shawn Hilditch | 5/5/2020 | |

## Brand Policy

XSELL Technologies Inc., is committed to ensuring the safety and security of our customers. Toward this end, XSELL is now formalizing our policy for accepting vulnerability reports in our products. Our hope is to foster an open relationship with the security community, as we recognize the importance of application and data security and look to the security community to ensure we are meeting the highest levels for the benefit of our customers and partners.

We have developed this policy to publicly show our commitment to security as a key corporate value and to uphold our legal responsibility to good-faith security researchers who choose to help validate our applications.

## Initial Scope

For the initial scope of this program, our Digital and Voice CoBots, Personalization Engine and SmartBot products will be fair game. While we do have other products that we deliver to customers we ask that security researchers only submit findings related to the products noted above.

Security Community members who submit vulnerability reports to us will be given full credit once the submission has been accepted and validated by our product security team.

## Legal Posture

XSELL will not engage in legal action against individuals who submit vulnerability reports through our Contact Us Form. We openly accept reports for the products listed above. We agree not to pursue legal action against individuals who:

- Engage in testing of applications without harming XSELL or its customers or partners.
- Engage in vulnerability testing from a security perspective, but not from a load perspective.
- Adhere to the laws of the location of the security researcher AND the laws of the state of Illnois.
- Refrain from disclosing vulnerability details to the public before a mutually agreed-upon timeframe expires.

### Submitting Vulnerabilities

Please use the Contact Us form found at https://xselltechnologies.com/contact-us/, include your name, email address and details of the vulnerability concern found.

XSELL will review all reports and respond within 5 business days. We will correspond through email while we investigate and attempt to resolve the issue reported. We will notify you via email if another communication method is required

*We are thankful for all those in the security community who help us with this initiative.*