Reporting Vulnerabilities (CVD)

GBLT

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GBLT values great importance to the security of its systems. Despite all precautions, it is still possible that a weak spot (vulnerability) can be found in the systems. Do you have discovered a vulnerability in **mijnloket.gblt.nl** ? Then please report this. GBLT is looking into the issue and will resolve it as soon as possible. This allows GBLT to protect its data and systems even better. This way of working together is called Coordinated Vulnerability Disclosure (CVD).

We ask the following of you:

- Send your findings by email to security@gblt.nl (with proof per preference by PGP).
- Please provide enough information to reproduce the issue so that we can resolve it as soon as possible. Usually, the IP address or URL of the affected system and a description of the vulnerability will sufficient, but more complex vulnerabilities may require more.
- We welcome any tips that will help us solve the problem. Please limit yourself to verifiable facts that relate to the vulnerability you have identified and avoid that your advice actually amounts to advertising for specific (security) products.
- Please submit the report as soon as possible after discovery of the vulnerability.
- Do not make the issue public or share it with others. In this way GBLT can first take measures. Even if it turns out to be impossible to adequately solve the problem, we'll ask you not to make it public or share it with others.
- Delete any obtained (confidential) data as soon as possible.
- Leave your contact details so we can contact you to work together towards a safe result. Leave at least one email address or phone number. You are free to remain anonymous.

The following actions are <u>not</u> allowed:

- Placing malware on our systems.
- The so-called "brute force" of access to systems.
- Using social engineering.
- The use of tooling that can cause nuisance at GBLT.
- Disclosing or providing information about the security vulnerability to third parties before the issue is resolved.
- Taking actions that go beyond what is strictly necessary to demonstrate and report the security issue. In particular when it comes to processing (including viewing or copying) confidential data to which you have had access due to the vulnerability. Instead of copying a complete database, you can usually suffice with, for example, a directory listing. Changing or deleting data in the system is never allowed.
- Using techniques that reduce the availability and/or usability of the system or services (DoS attacks).
- Abusing the vulnerability in any (other) way.

What you can expect:

- If you meet all the above conditions, we will not file a criminal complaint against you, nor will we bring a civil lawsuit against you.
- If it turns out that you have violated one of the above conditions, we can still decide to take legal action against you.
- We will send you an (automatic) confirmation of receipt within 1 working day.
- We will respond to a report as soon as possible with an (initial) assessment of the report and possibly an expected date for a solution.
- We will resolve the security issue you reported as soon as possible. We strive to keep you well informed of the progress and never take more than 90 days to solve the problem. We are often partly dependent on suppliers.
- We do not pay any public attention to reports. Only if there is a reporting obligation (data breaches) and the law prescribes this. The reporter can remain anonymous. We can, however, share the report with the Information Security Service for Municipalities (IBD). In this way we ensure that organizations affiliated with the IBD share their experiences in this area with each other.
- We can offer you a reward as a thank you for the help. Depending on the severity of the vulnerability and the quality of the report, that reward can range from a simple "thank you" or a financial reward. However, this must concern a still unknown and high-risk security problem within **mijnloket.gblt.nl.**

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