

Policy - Responsible Disclosure

NForce Entertainment B.V. (referred to as NE) considers the security of our (and your) systems a top priority. We therefore value your input, should a vulnerability be present in our systems. If you discover a vulnerability, we would like to know about it so we can take immediate steps to prevent collateral damages.

Therefore, we would ask you to take responsibility in following these directives:

1. E-mail your findings to noc@nforce.com as soon as possible, noting down any pertinent information that may be of use closing up the vulnerability and preferably a way to reproduce;
2. Do not take advantage of the vulnerability you have discovered, for example by downloading more data than necessary to demonstrate the vulnerability or deleting or modifying other people's data;
3. Treat the problem as confidential information and refrain from revealing it to others until it has been resolved;
4. Do not use attacks on physical security, social engineering, distributed denial of service, spam or applications of third parties;
5. Do provide sufficient information to reproduce the problem, so we will be able to resolve it as quickly as possible.

Our promises to you:

1. We will respond to your report within 24 hours with our evaluation of the report and an expected resolution date;
2. If you have followed the instructions above, we will not take any legal action against you concerning the report;
3. We will handle your report with strict confidentiality, and not pass on your personal details to third parties without your permission;
4. We will keep you informed of the progress towards resolving the problem;
5. In the public information concerning the issue reported, we will give your name as the discoverer of the problem (unless you desire otherwise, this information is requested before said report is published publicly);
6. As a token of our gratitude for your assistance, we offer a reward for every report of a security problem that was previously unknown to us if the security problem is a) applicable to NForce services, b) not a software limitation from our vendor, c) immediate security risk (i.e. this excludes raw brute force attacks). The amount of the reward will be determined based on the severity of the leak and the quality of the report. The minimum reward will be a €50 account credit to use towards our services.