

Coordinated Vulnerability Disclosure

We take the security of our systems and information seriously. If you identify a potential security vulnerability, please report it to us responsibly so that we can investigate and address it.

This statement applies to websites, applications and other publicly accessible systems that we own or operate. Third-party services and systems are outside scope unless we explicitly identify them as included.

How to report a vulnerability

Please email security@normecgroup.com with a description of the vulnerability, the affected website or service, steps to reproduce the issue, and any relevant supporting evidence.

What we ask of you

- Do not access, copy, alter, delete or disclose data that does not belong to you.
- If you inadvertently access personal or confidential information, stop testing immediately, do not retain or share the information, and notify us in your report.
- Do not disrupt our services, degrade system performance, use social engineering, send spam, or carry out denial-of-service testing.
- Use only the minimum testing necessary to confirm the vulnerability.
- Do not exploit the vulnerability beyond what is required to demonstrate it.
- Keep the vulnerability confidential and allow us a reasonable period to investigate and remediate it before making any public disclosure.
- Comply with applicable laws and regulations.

What you can expect from us

- We will acknowledge receipt of your report within five **business days**. This acknowledgement is not a commitment to resolve the vulnerability within that period.
- We will assess the report and, where appropriate, keep you informed of material progress.

- We will handle your report confidentially and will not share your personal information beyond those who need it to investigate or remediate the issue, unless required by law.
- If you have acted in good faith and followed the guidance on this page, we will not initiate legal action against you in relation to your research.

Important information

The guidance on this page does not authorise access to third-party systems or physical premises and does not permit activities that are unlawful or outside the scope described above. Submitting a report does not create any entitlement to payment, compensation or public recognition. Any reward or acknowledgement is entirely at our discretion unless a separate written programme states otherwise.