

Coordinated Vulnerability Disclosure (CVD) Policy

Everllence (hereafter referred to as 'the Organization') is committed to ensuring the security of its products, services and systems. This Coordinated Vulnerability Disclosure (CVD) policy outlines the procedure for reporting potential security vulnerabilities to the Organization by external security researchers, customers, and members of the public.

Purpose

This policy has been designed in accordance with the requirements and recommendations for manufacturers of products with digital elements set out in CRA & BSI TR-03183 with regard to the disclosure of potential vulnerabilities in their products.

Roles and Responsibilities

The following roles are defined within this policy:

Product Security Incident Response Team (PSIRT)

The designated internal team for managing vulnerability disclosures is responsible for:

- Receiving and acknowledging vulnerability reports
- Triaging, investigating, and prioritizing reported vulnerabilities
- Coordinating remediation efforts with relevant internal teams
- Communicating with the reporter throughout the process
- Publishing advisories or notifications where appropriate

Reporter

Any individual or organization that identifies and submits a potential vulnerability. Reporters are expected to:

- Act in good faith and adhere to the terms of this policy
- Avoid unauthorized access to, or modification of, data
- Not disclose the vulnerability publicly before the Organization has had a reasonable opportunity to remediate it
- Provide sufficient detail to allow the Organization to reproduce and validate the issue

We value the responsible disclosure of security vulnerabilities and are committed to maintaining a transparent, cooperative, and trustworthy vulnerability handling process. By submitting a vulnerability report to Everllence, the reporting entity can rely on the following assurances:

Confidential Treatment Of Reports

- All vulnerability reports received by Everllence will be treated confidentially to the extent permitted by applicable laws and regulations.
- Information that is necessary for coordinated public disclosure of a vulnerability may be shared as required during the remediation and disclosure process.

Protection Of Personal Data

- Personal data and identifying information of the reporting entity will not be disclosed to third parties without the explicit consent of the reporter, unless disclosure is required by law.

Timely Response

- Everllence will confirm receipt of vulnerability reports and process them within the response times set out in this Coordinated Vulnerability Disclosure Policy.
- Updates submitted for existing reports will be handled with the same level of priority and care.
- Everllence will respond and process reports as promptly as possible. Unless a report was submitted anonymously, Everllence will generally seek to adhere to the following standard response times, taking into account the nature and scope of the report:
 - a simple response to a report or an update of an existing report within five working days
 - a detailed feedback after further analysis within ten working days.

Good-Faith Reporting Commitment

- Everllence will not take legal action or make criminal charges against people or organizations that report vulnerabilities in good faith and in accordance with this policy.
- This provides that their activities do not involve malicious intent, unauthorized disclosure, extortion, data destruction, service disruption, or other unlawful activities.

Trusted Point Of Contact

- During the process of disclosing vulnerabilities, Everllence will be available as a trusted contact and will encourage an open and constructive dialogue with the reporting entity.

Statement Of Intent

Everllence encourages responsible vulnerability reporting and supports coordinated vulnerability disclosure practices. Our objective is to improve the security of our products and services while protecting customers, researchers, and other stakeholders through a fair, transparent, and professionally managed process.

ISSUER

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CVD Document History

Version	Date	Author	Description of change
1.0	2026-09-01	Everllence PSIRT	Initial release