

Vulnerability Disclosure Policy

The Missing Link strongly believes in responsible disclosure, whereby vulnerabilities discovered are given sufficient time to be patched, and user software updated, before publication.

In the event of a vulnerability being discovered, The Missing Link will undertake the following actions (except where to do so would breach any law or obligation owed to any person):

- Attempt to establish contact with the vendor of the affected software by sending appropriate notifications to various publicly available contact channels. The initial contact will not disclose the nature of the vulnerability.
- If contact cannot be established due to the vendor being unresponsive, The Missing Link will attempt to use various channels over a period of one month. If contact is still not successful, The Missing Link may at our discretion release the details of the vulnerability in order to allow affected users to protect themselves.
- If contact has been established, The Missing Link will attempt to establish a secure communication channel and disclose all necessary steps to reproduce the vulnerability to the vendor.
- The vendor will be given 90 days starting from the disclosure date to fix the reported issue(s) and release the necessary patches or introduce steps for their users to protect themselves.
- If the vendor releases the fixes OR the 90-day deadline is coming up, The Missing Link will reach out to the vendor and inform them of the intention to disclose the vulnerability to the public, giving the vendor the opportunity to request a public disclosure delay.
- In the event the vendor requests continuous delays or the vendor becomes uncontactable, The Missing Link may proceed with public disclosure in order to protect the users.

Contact

If you have questions regarding the above policy or any matter related to it, please do not hesitate to send us an email at inquiries@themissinglink.com.au.