Code of Conduct DELTA Responsible Disclosure

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Scope

- This Code of Conduct focuses on a procedure for reporting suspected security problems and making them publicly available in a responsible manner (hereinafter: responsible disclosure);

- This Code of Conduct applies to both DELTA and the reporter of a security problem or vulnerability;

- What has been agreed in this code does not affect legal obligations;

Definitions

- A report concerns the reporting of a suspected security problem to DELTA in a responsible manner;

- The reporter is the person or body that makes a report;

- DELTA is a provider of public telecommunications networks and/or services;

- A security problem or vulnerability is a (suspected) weakness in or breach of the security of the company's and/or customers' infrastructure or IT system;

- A customer refers to the person with whom the company has a business agreement for the management of infrastructure or ICT systems;

- Reporting responsibly means that the reporter reports the security problem or vulnerability through the process used by DELTA.

1 Motivation

DELTA takes security very seriously. For DELTA, trust in service is paramount. DELTA has its own responsibility to guarantee security in an appropriate manner. DELTA is also collaborating with other companies in the telecom sector to increase security. DELTA is dependent on complex ICT systems for the continuity of its services. The privacy of users and customers of DELTA is of great importance, as is the confidentiality of communication and information. It is therefore necessary to prevent unauthorised access to the access to DELTA's infrastructure or the data of users and customers. To prevent this from happening

DELTA invests a lot in the safety of the infrastructure. In addition, DELTA constantly checks for irregularities, such as hacking attempts.

Incidents can have various causes, such as human error, external factors such as power outages or vulnerabilities in an ICT system. In some cases, In cases, vulnerabilities are spotted prematurely by third parties. With a responsible disclosure procedure, DELTA wants to make it easier for third parties to report suspected security problems. With this, DELTA hopes to repair problems faster and prevent information from falling into the wrong hands.

There may be a difference in the way reports are followed up. For example, a known vulnerability for which a security update already exists is easier to close than a new vulnerability that becomes known for the first time. Experience with responsible Disclosure programs of international ICT companies show that fixing some newly discovered vulnerabilities can take anywhere from a few months to more than a year. The speed with which a vulnerability can be fixed can therefore vary greatly.

2 Responsible disclosure procedure

The intention of this procedure is to ensure that it is clear to third parties how they can responsibly identify vulnerabilities in the security of the infrastructure. and DELTA's ICT systems. By subscribing to this code of conduct, DELTA The following principles and process agreements for responsible disclosure:

2.1 The starting points

- DELTA provides a clear process for third parties and its own reporting point to prevent security problems and vulnerabilities. DELTA will make this process public, for example by placing it on the corporate website, possibly with an explanation and preconditions.

- DELTA ensures that the process agreements are known and complied with at relevant places in the organisation.

- The reporter of a vulnerability and DELTA agree on the period within which clarity will be provided about how the vulnerability can be remedied.

- The reporter of a vulnerability and DELTA agree on whether and how publicity will be sought

2.2 The process agreements for a report

- DELTA ensures that a vulnerability can be reported in an accessible manner. The steps are described on the delta.nl website.
- The reporter must clearly state what the subject is, and the report must be accompanied by evidence for the purpose of the action perspective for DELTA.
- The report may be made anonymously.
- If the report concerns the systems of a customer of DELTA, DELTA will only provide the (contact) details of the relevant customer if the customer's consent has been obtained to file a report. In all other cases, DELTA will mediate with and between the reporter and the customer.
- DELTA (and/or the customer) informs the reporter about the period by which the vulnerability will be remedied and decides with the reporter on how publicity will be sought.

2.3 Policy regarding police reports

- DELTA will not file a report if the reporter has not abused the vulnerability found and has not sought publicity prematurely.
- If it turns out that the reporter has abused the report before or after the report, the process agreements for responsible disclosure cannot be followed and DELTA can still choose to file a report.
- Exploitation of the vulnerability includes, among other things, obtaining data (other than what is necessary to demonstrate vulnerability), manipulation of information, changing the network configuration and taking cognizance of or disclosure of (confidential) data.
- DELTA does not have to follow the process agreements for responsible disclosure if it turns out that the attacker has talked his way in through social engineering or if it concerns a denial-of-service attack.

2.4 The declaration policy

DELTA independently determines whether a reward will be awarded in the event of a notification, what this reward entails and under what conditions. In consultation with the reporter, it is agreed whether the reporter will be mentioned in the publication about the vulnerability, if any.

3 Method of publication

DELTA has posted the available information related to this Code of Conduct in understandable terms and in accessible form on a single page on the company's corporate website. This information is available to all customers. On the corporate website of the company has indicated that the company adheres to the Responsible Disclosure Code of Conduct. The Code of Conduct can also be found on the company's corporate website.

4 Final provisions

The Code of Conduct applies to all persons and/or organisations that have subscribed to the Code of Conduct. Amendments to this Code are initiated by DELTA and will be published on delta.nl - on the Regular webpage for the Security Breach Hotline.