

Disclosure policy

At NRG, we consider the security of our systems very important. Despite our concern for the security of our systems, it is possible that there is a weak spot.

If you have found a weak spot in one of our systems, please let us know so that we can take measures as quickly as possible. We would like to work with you to better protect our customers and our systems.

We ask you:

- Email your findings to privacy@nrgaccounting.nl
- Not to abuse the problem by, for example, downloading more data than is necessary to demonstrate the leak or to view, delete or modify third-party data,
- Not to share the problem with others until it is resolved and to delete all confidential data obtained through the leak immediately after the leak has been closed,
- Not to use attacks against physical security, social engineering, distributed denial of service, spam or third-party applications, and
- Provide enough information to reproduce the problem so that we can resolve it as quickly as possible. Usually, the IP address or URL of the affected system and a description of the vulnerability is sufficient, but more complex vulnerabilities may require more.

What we promise:

- We will respond to your report within 5 days with our assessment of the report and an expected resolution date,
- If you have complied with the above conditions, we will not take legal action against you regarding the report,
- We treat your report confidentially and will not share your personal information with third parties without your consent, unless this is necessary to comply with a legal obligation. Reporting under a pseudonym is possible,
- We will keep you informed of the progress of solving the problem,
- We will, if you wish, include your name as the discoverer in reporting about the reported problem.

We strive to solve all problems as quickly as possible and we would like to be involved in any publication about the problem after it has been solved.