Responsible Disclosure Policy

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1. Purpose

At **DALAT SIA**, the security of our platform and users is a top priority. We are committed to maintaining a secure environment for our clients and welcome reports from security researchers, ethical hackers, and users who discover potential vulnerabilities in our systems.

This Responsible Disclosure Policy outlines how to report security issues related to the Dialogios platform and how we respond to such reports.

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2. Scope

This policy applies to vulnerabilities discovered in:

- The Dialogios web platform (https://www.dialogios.com, https://account.dialogios.com);
- Our publicly accessible APIs and client dashboard;
- Email delivery and authentication systems under the dialogios.com and dialogios.com domains.

This policy **does not** cover third-party services, mobile carriers, or vendor platforms that DALAT does not control.

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3. How to Report a Vulnerability

If you believe you have discovered a vulnerability or security issue, please report it responsibly by emailing us at:

security@dialogios.com
(If not yet created, we recommend setting this up or forwarding to the appropriate person.)

Please include:

- A clear description of the issue;
- Steps to reproduce;
- Any relevant technical details, screenshots, or proof of concept (PoC);
- Your contact information (optional, for follow-up).

We ask that you **do not publicly disclose** the issue until we have confirmed and resolved it.

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4. What You Must Not Do

When testing or investigating potential vulnerabilities, please:

- **Do not access, modify, or delete** data that does not belong to you;
- **Do not perform denial-of-service attacks** (DoS/DDoS);
- **Do not use automated tools or brute-force attempts** to gain access;
- **Do not impact service availability** for other clients;
- **Do not violate any applicable laws** or regulations in your jurisdiction.

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5. Our Commitment

If you follow this policy in good faith, DALAT SIA commits to:

- Acknowledging receipt of your report (typically within 5 business days);
- Investigating and validating the issue;
- Addressing confirmed vulnerabilities in a timely manner;
- Communicating transparently about resolution timelines.

We may reach out to you for clarification or additional information during the process.

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6. No Compensation or Public Recognition

DALAT SIA does **not offer monetary rewards or public recognition** for vulnerability reports at this time. Submitting a report under this policy does not create any right to compensation, credit, or further communication beyond what is stated here.

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7. Legal Safe Harbor

If you act in good faith, avoid harm to users and systems, and comply with this policy, we will consider your research to be **authorized** and will not pursue legal action.

However, this policy does **not** give you permission to violate any applicable laws.

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8. Contact

For security issues only:

Email: security@dialogios.com
(Or use the general address: info@dialogios.com until a dedicated address is created.)

For general support requests, please contact **info@dialogios.com**
