

## NRG Group Disclosure Policy

*Last updated: February 6, 2025*

At NRG Group, we take the security of our systems very seriously. Despite our efforts, vulnerabilities may still exist. If you discover a security issue, we appreciate you sharing it with us so we can take appropriate action as quickly as possible. We value collaboration in improving the security of our systems and protecting our customers.

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### What We Ask From You:

- Report your findings to [privacy@nrggroup.nl](mailto:privacy@nrggroup.nl).
  - Do not exploit the vulnerability by:
    - Downloading more data than necessary to demonstrate the issue.
    - Accessing, modifying, or deleting third-party data.
  - Do not disclose the vulnerability to others until it has been resolved, and delete any confidential information obtained through the vulnerability once it has been fixed.
  - Do not conduct attacks involving:
    - Physical security,
    - Social engineering,
    - Distributed Denial of Service (DDoS),
    - Spam or third-party applications.
  - Provide sufficient information for us to reproduce the issue so we can resolve it efficiently. Typically, an IP address or URL of the affected system and a description of the vulnerability are sufficient, but more complex issues may require additional details.
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### What You Can Expect From Us:

- A response within **5 days** with our assessment and an estimated resolution timeline.
- If you comply with the conditions above, we will **not take legal action** against you regarding the report.
- We will handle your report **confidentially** and will not share your personal information with third parties without your consent, unless legally required. You may report anonymously or under a pseudonym.
- We will keep you updated on the progress of resolving the issue.
- If you wish, we will acknowledge you as the discoverer in any reporting on the vulnerability.

We strive to resolve all security issues as quickly as possible and appreciate being involved in any publications about the vulnerability once it has been addressed.