

Vulnerability Disclosure Policy

Last updated: October 2, 2026

PheedLoop welcomes reports of security vulnerabilities from researchers, clients and anyone else who finds one. If you report in good faith under this policy, we will work with you and will not pursue legal action against you.

Reporting a vulnerability

Email **security@pheedloop.com** with:

- A description of the vulnerability and where it is (URL, app screen, API endpoint)
- Steps to reproduce it
- The impact you believe it has
- Your contact details, if you want us to follow up

Please do not report security issues through general support channels or social media.

Response targets

Step	Target
Acknowledge your report	Within 3 business days
Initial assessment and severity rating	Within 10 business days
Status updates	At least every 30 days until resolved
Fix	Within the targets in our Vulnerability and Patch Management Policy (Critical within 7 days, High within 30 days)

We will tell you when the issue is fixed and, with your permission, credit you by name.

Scope

In scope: pheedloop.com and its subdomains, the organizer dashboard, event websites and virtual portals hosted by PheedLoop, the PheedLoop Go! mobile apps, and the PheedLoop API.

Out of scope: third-party services we use or that organizers connect (report those to the vendor), denial-of-service testing, social engineering of PheedLoop staff or clients, physical attacks, spam, and reports from automated scanners without a demonstrated impact.

Testing guidelines

- 1 Use only accounts you own or have permission to test. Create your own test event rather than accessing real ones.
- 2 Do not access, change or delete other people's data. If you encounter personal data, stop, do not keep a copy, and tell us.

-
- 3 Do not degrade the service for other users.
 - 4 Give us reasonable time to fix the issue before disclosing it publicly. We ask for 90 days, or less once a fix is released.

Safe harbour

If you follow this policy, we consider your research authorized, will not bring legal action against you, and will not ask law enforcement to investigate you. If a third party brings action against you for research done under this policy, we will make it known that you acted within it.

PheedLoop does not currently run a paid bug bounty program.