Hagen Inc. Vulnerability Disclosure Policy

Introduction

Hagen Inc. is committed to ensuring the security and integrity of our products. In accordance with the UK Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023, we have established a Vulnerability Disclosure Policy to facilitate the reporting, assessment, and resolution of security vulnerabilities.

Contact Information for Reporting Vulnerability Issues

If you identify a potential security vulnerability in one of our products, please contact us immediately using the following methods:

Rolf C. Hagen (UK) Ltd

- **Email:** customer.service-uk@rchagen.com
- **Phone:** (+44) 01977 556 622.
- **Address:** California Drive, Whitwood Industrial Estate, Castleford, West Yorkshire, WF10 5QH

When reporting a vulnerability, please include as much information as possible to help us understand and address the issue effectively.

Vulnerability Handling Process

1. Receiving Vulnerability Reports

- All vulnerability reports must be submitted to the contact methods specified above.
- The report must include detailed information about the vulnerability, including steps to reproduce the issue, potential impact, and any relevant evidence or documentation.

2. Acknowledging Receipt

- We will acknowledge receipt of a vulnerability report within 7 days.
- The acknowledgment will be sent via the same method used to submit the report.

3. Processing the Vulnerability

- We will assess the reported vulnerability to determine its validity and potential impact and may reach out to the reporter for additional information or clarification.

5. Resolving the Report

- Once the vulnerability has been evaluated and addressed, we will notify the reporter that the issue has been resolved satisfactorily and the report is considered resolved.

6. Post-Closure

- Once the report is resolved, we may review the vulnerability and handling process to identify any areas for improvement in our security practices.
- We may request feedback from the reporter to further enhance our vulnerability handling process.

Commitment to Security

We are dedicated to maintaining the highest standards of security for our products and protecting our users. We appreciate the contributions of the security community in helping us achieve these goals and are committed to a transparent and collaborative approach to vulnerability disclosure.

If you have any questions about our Vulnerability Disclosure Policy, please contact us at customer.service-uk@rchagen.com.