

Guidelines for Third Party Disclosure of Vulnerabilities

This document provides guidelines for third parties to disclose or publicize (hereinafter collectively referred to as "disclose") information about vulnerabilities or behaviors that they find during testing (hereinafter referred to as "vulnerability information, etc.") regarding products or services provided by Cybozu, Inc. (hereinafter referred to as "Cybozu").

Terms of the Disclosure of Vulnerability Information, etc.

For details on the disclosure of vulnerability information, etc., refer to the Terms of Use and the Terms and Conditions for Cybozu Bug Bounty Program in addition to this document.

Restrictions and prohibitions described in the Terms of Use

<https://www.cybozu.com/jp/terms/>

Article 5 Handling of Vulnerability Information, etc. in the Terms and Conditions for Cybozu Bug Bounty Program

https://cybozu.co.jp/en/company/assets/pdf/terms_en.pdf

Vulnerability Information, etc. That Can Be Disclosed and the Rules of Disclosure

You can disclose vulnerability information, etc. only when you get approval from Cybozu.

Cybozu examines vulnerability information, etc. to decide whether to approve or reject the disclosure, what information can be disclosed and when the information can be disclosed.

Contact us at the following address if you wish to disclose information:

Contact

Tokyo Nihombashi Tower 27F, 2-7-1 Nihombashi, Chuo-ku, Tokyo 103-6028 Japan

Cy-PSIRT office, Cybozu, Inc.

productsecurity@cybozu.co.jp

Vulnerability Information, etc. That Are Specific to Cloud Services

For vulnerabilities that are specific to cloud services, you can disclose the information according to the following rules of disclosure after approval by Cybozu.

A vulnerability specific to cloud services means that the vulnerability exists in cloud services but not in package services.

For example, a feature of a cloud service has a vulnerability and the feature is also implemented in a package service. In this case, the vulnerability is not specific to cloud services if the package service also has the vulnerability.

Rules of Disclosure

- ◆ For a subdomain of cybozu.com or cybozu-dev.com that is included in e-mail addresses, server names, web site URLs, and others, use the dummy name "example" as follows.
Example: example.cybozu-dev.com
 - ◆ For a domain other than cybozu-dev.com or cybozu.com that is included in e-mail addresses, server names, web site URLs, and others, use a dummy name according to RFC2606 as follows.
Example: example.com
 - ◆ For IP addresses, use a dummy address according to RFC6890.
 - ◆ For personal names, department names, and organization names, use dummy names (like "User A") or names that are included in the following demo data provided by Cybozu:
<https://onlinedemo2.cybozu.info/scripts/garoon/grn.exe>
Personal name: Noboru Sato, Kanna Matsuda, John Doe, etc.
Department name: Information Technology department, etc.
Company name: BOZU, etc.
- Do not use the real names of individuals, departments, or organizations.
 - Do not use expressions that may stain Cybozu's brand image or that may suggest the names of specific individuals, departments, or organizations.

- ◆ If screenshots to be disclosed have any expressions that deviate from rules described above, you must blur out or black out the expressions.

Vulnerability Information, etc. That Are Related To Package Services

For vulnerabilities that are related to package services, you are not allowed to disclose them. In addition, Cybozu's prior consent is necessary to disclose information that you acquire on the course of testing.

Time Required to Fix a Vulnerability in Cybozu Products

We make a continuous effort to improve security quality. However, it may take some time for us to fix a vulnerability depending on areas to be affected by the fix or the severity of the vulnerability.

We will not be able to satisfy any requests to accelerate fixing vulnerabilities so that the information can be disclosed.

Other

Please note that these guidelines are subject to change without notice.