Vulnerability disclosure policy



Published	Nov 13, 2026
Category	Security

If you believe you have found a security vulnerability in a Durandir service or product, tell us and we will work with you to resolve it promptly.

Data security is a top priority for Durandir Technologies. We build software for people whose findings have to stand up when somebody else examines them, and we hold our own services to the same standard. Working with skilled security researchers is one of the ways we find the weaknesses that any technology can have.

Reporting a vulnerability

- If you believe you have discovered a potential vulnerability, email us at security@durandir.com. Describe the issue, the steps to reproduce it and the service, product or version it affects. We acknowledge every report within five business days.
- Give us a reasonable amount of time to resolve the issue before you disclose it to the public or to a third party. We aim to resolve critical issues within one week of the report.
- Make a good faith effort to avoid violating privacy, destroying data, or interrupting or degrading Durandir services. Only interact with accounts you own or for which you have the explicit permission of the account holder.

Scope

This policy covers the websites, services and software operated or published by Durandir Technologies, including durandir.com, Durandir Platform and Durandir Harness.

Exclusions

While researching, please refrain from:

- Denial of service, including distributed denial of service (DDoS).
- Spamming.
- Social engineering or phishing of Durandir employees, contractors or customers.
- Any attack against the physical property or data centres of Durandir.

Thank you for helping to keep Durandir and its users safe.

Changes

We may revise this policy from time to time. The current version is always the one published on this page.

Contact

Durandir is always open to feedback, questions and suggestions. If you would like to talk to us, email security@durandir.com.

Disciplinary action

Employees who violate this policy may face disciplinary consequences in proportion to their violation. Durandir management determines how serious an offence is and takes the appropriate action.

Responsibility

The Durandir security team is responsible for enforcing this policy.