R. STAHL Vulnerability Handling Guideline

The R. STAHL Product Security Incident Reponse Team (PSIRT) offers the opportunity to report vulnerabilities quickly and easily and investigates them thoroughly. Our aim is to protect customers from potential dangers. For this reason, Stahl PSIRT endeavours to rectify any vulnerabilities as quickly as possible, inform the customer and offer an appropriate solution. The following document serves to transparently describe all processes, from the reporting of a vulnerability to the publication of a solution.

If you have any questions about this document, please contact R. STAHL PSIRT at psirt@r-stahl.com. Contact can be made in German or English.

Process for handling vulnerabilities

All vulnerability reports go through the following process steps:

Report → Analysis → Solution → Disclosure

Report

A vulnerability is reported to R. STAHL PSIRT. No contract or consent to a non-disclosure agreement (NDA) is required for the collaboration. Contact options and the content of a report can be viewed at https://r-stahl.com/de/PSIRT.

Analysis

R. STAHL PSIRT checks incoming reports for completeness and relevance. This information is then forwarded to the relevant development department, which analyses it. The author of the report is regularly informed about the status of the reported incident.

Solution

We will inform the author of the report about the solution concept and an approximate timetable for implementation. Once the solution has been finalised, the author of the report can, if desired and technically possible, check the effectiveness of the solution before publication.

Disclosure

Once a solution has been finally approved, a description of the vulnerability together with the measures required to rectify it will be published in a security notice, coordinated with the author of the report.