



VULNERABILITY DISCLOSURE POLICY

Novatex Italia S.p.A. considers the security of its IT systems and of the data of its customers, suppliers and employees a priority. If you believe you have identified a vulnerability in any of our systems, please report it to us confidentially, so that we can fix it before it can be exploited.

How to report

Write to cybersecurity@novatexitalia.it

This mailbox is monitored by our IT department and is dedicated exclusively to cybersecurity reports. This policy applies only to the website www.novatexitalia.it and not to any other websites the user may visit through links on our website.

In your report, please include, as far as possible:

- the affected system, web address or service;
- a description of the vulnerability and its potential impact;
- the steps to reproduce it (including screenshots or non-destructive proofs of concept);
- how we can contact you, if you wish. Anonymous reports are also accepted.

Our commitments

- Acknowledge receipt of your report within 3 business days;
- provide you with an initial assessment within 10 business days and keep you informed of the progress of the fix;
- fix the vulnerability according to its severity, in line with our internal procedures,
- handle your report and your personal data confidentially, solely for the purpose of managing the report, in accordance with our privacy notice available in the relevant section of our website;
- if you wish and with your consent, publicly acknowledge your contribution once the issue has been resolved.

What we ask of you

- Do not access, copy, modify or delete data beyond what is strictly necessary to demonstrate the vulnerability;
- do not compromise the availability of our services (no *denial-of-service* attacks, no large-scale automated testing);
- do not use social engineering or phishing techniques, or attempt physical access to our offices and plants;
- do not publicly disclose the vulnerability before it has been fixed or before a period agreed with us has elapsed, normally 90 days from the report.

Good faith

Novatex Italia S.p.A. will not take legal action against anyone who, acting in good faith, reports a vulnerability in full compliance with the rules set out in this policy.

Out of scope

This policy covers only security vulnerabilities in our IT systems.

For complaints, commercial enquiries or questions about the use of personal data, please refer to the contact details provided in the Contacts section or in the Privacy Information available in the Privacy Policy section.

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