

INFORMATION SECURITY RESPONSIBLE DISCLOSURE

Responsible Disclosure Guidance

Smarsh values the responsible disclosure of security vulnerabilities by security researchers and will seek a coordinated approach to responsibly remediate those vulnerabilities.

Following the responsible disclosure of a vulnerability, Smarsh will investigate, reproduce and where practical, address any legitimate reported vulnerabilities.

To report a vulnerability, please send an email to: infosec@smarsh.com. Provide your name, contact information, and company name (if applicable) with each report. When researching or reporting a vulnerability, please do not breach any privacy controls, destroy data, interrupt, or degrade Smarsh services. Smarsh will attempt to respond to vulnerability reports within three business days and may ask for additional information.

For Smarsh customers experiencing any technical services issues, please submit a case through [Smarsh Central](#), available 24hrs a day. Here, you will find troubleshooting information, user guides, and support articles written by our support team. How to open a new Support

