Faraday

How (NOT) to respond to a DATA BREACH

What to do when someone **reports a vulnerability** in your product?

What **NOT** to do?

Let’s imagine this situation

Our research team publishes a vulnerability affecting several devices.

Shortly after, we receive an email from a company saying:

"We are NOT affected! Please remove us from the list!"

But... they were affected.

Golden Rule #1

Before denying a bug, check with your security team.

IGNORING A PROBLEM DOESN'T MAKE IT GO AWAY.

Golden Rule #2

Responding quickly is good.
Responding correctly is better.

- [x] ACKNOWLEDGE THE REPORT.
- [x] CONFIRM YOU INVESTIGATED IT.
- [x] COMMUNICATE CLEARLY WHAT ACTIONS YOU'LL TAKE.

Golden Rule #3

Don’t tell researchers they’re wrong…

…when they have evidence that they’re right.

IN CYBERSECURITY,

HUMILITY SAVES REPUTATIONS.

Bonus

If you don’t know how to handle it, here are two options:

- **OPTION A:** Deny it and hope it disappears (spoiler: it won’t).
- **OPTION B:** Accept it, fix it, and communicate responsibly.

Which one would you choose?

Security is not just about **technology, it's about attitude.**

Have you ever experienced a surreal security response?

Tell us in the comments!

#CyberSecurity
#VulnerabilityManagement
#DataBreachResponse