

[Policy](#)

## Ooredoo's VDP

### Ooredoo's Security Posture

The safety and security of our customers' data, and the reliability of our products and services, are of utmost importance to **Ooredoo**. Therefore, we aim to design and maintain our products and services with the highest levels of security and reliability.

This policy describes **Ooredoo's** approach to requesting and receiving reports related to potential vulnerabilities and errors in its products and services from those that interact with such products and services.

### How to report your findings

Customers, users, researchers, partners and any other person that interacts with **Ooredoo's** products and services are encouraged to report identified vulnerabilities and errors in our products and services.

The preferred method for contacting **Ooredoo** regarding such vulnerabilities and errors is by using the form present on this page.

**Ooredoo highly appreciates the efforts made by the reporting party in identifying the vulnerability or error. Reporting of such vulnerabilities and errors will contribute to improving the security and reliability of our product and services.**

Please note that supplying your contact information with your report is entirely voluntary and at your discretion. **Ooredoo** will make use of all reports that are submitted, whether submitted anonymously and those with contact information.

If you do submit your contact information, **Ooredoo** will only use such information to get in touch with you regarding clarifying the details of your report, if that is necessary.

### Ooredoo's VDP Rules

By making a report to **Ooredoo** using the form on this page, or otherwise communicating a report to **Ooredoo**, regarding vulnerabilities and errors, you agree to the following rules:

**Ooredoo** may use your report for any purpose deemed relevant by **Ooredoo**, including without limitation, for the purpose of correcting any vulnerabilities and errors that exist and that **Ooredoo** deems to exist and to require correction. To the extent that you propose any changes and/or improvements to a **Ooredoo** product or service in your report, you agree to transfer all use and ownership rights to such proposals.

By submitting your findings, you confirm to **Ooredoo** that:

- You have not exploited or used in any manner, and will not exploit or use in any manner (other than for the purposes of reporting to **Ooredoo**), the discovered vulnerability and/or errors;
- You have not engaged, and will not engage, in testing/research of systems with the intention of harming **Ooredoo**, its customers, employees, partners or suppliers;

- You have not used, misused, deleted, copied, altered or destroyed, and will not use, misuse, delete, copy, alter or destroy, any data that you have accessed or may access in relation to the vulnerability and/or error discovered;
- You have not conducted, and will not conduct, social engineering, spamming, phishing, denial-of-service or resource-exhaustion attacks;
- You have not tested, and will not test, the physical security of any property, building, plant or factory of **Ooredoo**;
- You will notify **Ooredoo** immediately if you discover any evidence of a breach of **Ooredoo**'s systems apart from your own tests;
- You have not breached, and will not breach, any applicable laws in connection with your report and your interaction with **Ooredoo** product or service that lead to your
- You agree not to disclose to any third party any information related to your report, the vulnerabilities and/or errors reported, nor the fact that a vulnerabilities and/o been reported to **Ooredoo**.
- You agree that you are making your report without any expectation or requirement of reward or other benefit, financial or otherwise, for making such report, and v expectation or requirement that the vulnerabilities and/or errors reported are corrected by **Ooredoo**.
- You agree to indemnify and hold **Ooredoo** harmless against all claims, losses, demands, proceedings, fines, and expenses arising from or related to your violation of th
- Unless otherwise required under applicable law or regulation, **Ooredoo** has no responsibility to pay you compensation for any direct, indirect, or consequential loss damage, financial loss, loss of productivity, information that is lost or corrupted, regardless of whether such loss could have been foreseen, or any other loss that to **Ooredoo**'s gross negligence.
- You agree that these terms and conditions will be governed by the laws of the State of Qatar and you consent to the jurisdiction of the courts of Qatar, which will hav jurisdiction over any dispute arising hereunder.

Please note that **Ooredoo** does not guarantee that you will receive any response from **Ooredoo** related to your report. **Ooredoo** will only contact your regarding if **Ooredoo** deems it necessary.

## VULNERABILITY SUMMARY

Report title (250 char maximum) \*

Write your report title

Product/website concerned (250 char maximum) \*

Enter the product name or reference

## CVSS3 SCORE

Attack Vector (AV) \*

Network (N) Adjacent (A) Local (L) Physical (P)

User Interaction (UI) \*

None (N) Required (R)

Attack Complexity (AC) \*

Low (L) High (H)

Confidentiality (C) \*

None (N) Low (L) High (H)

Privileges Required (PR) \*

None (N) Low (L) High (H)

Integrity (I) \*

None (N) Low (L) High (H)

Scope (S) \*

Unchanged (U) Changed (C)

Availability (A) \*

None (N) Low (L) High (H)

CVSS3 Score

0

Severity

NONE

REPORTER INFORMATION

Your name

Enter your name

Your Mail

Enter an email address

Your PGP public key

-----BEGIN PGP PUBLIC KEY BLOCK-----  
...

TECHNICAL DETAILS

Endpoint \*

Enter an endpoint

Vulnerable part \*

Part name (250 char maximum) \*

Select a vulnerable part

Enter a part name

## Payload \*

## Technical environment (250 char maximum) \*

Technical details (using [Markdown](#) language) \*[Edit](#) [Preview](#)

Drop or select jpeg or png files (2.0MB/file)

## Captcha \*

☐ I agree with [Disclosure policy](#).

- By submitting a report, security researcher warrants that the report and any attachments do not violate the intellectual property rights of any third party and the security researcher assigns free of charge to the receiving company who accepts all intellectual property rights.

[SEND REPORT](#)