

Vulnerability Disclosure Policy

2BrightSparks Pte Ltd • Version 1.0 • April 2026

1. Introduction

2BrightSparks Pte Ltd is committed to the security of its software products. We welcome and encourage responsible reporting of security vulnerabilities by researchers, customers, and the wider community. This policy describes how to report vulnerabilities, what to expect from us, and the principles we follow.

2. Scope

This policy covers security vulnerabilities in all current, supported versions of 2BrightSparks software products, including:

- SyncBackPro
- SyncBackSE
- SyncBackFree
- SyncBack Touch
- SyncBack Management System (SBMS)
- SyncBack Monitor
- The 2BrightSparks website (www.2brightsparks.com)

This policy does not cover vulnerabilities in third-party software, operating systems, cloud storage providers, or any infrastructure operated by the customer.

3. How to Report a Vulnerability

Please send vulnerability reports by email to security@2brightsparks.com.

To help us investigate and respond effectively, please include:

- A description of the vulnerability and its potential impact
- The affected product and version number
- Step-by-step instructions to reproduce the issue
- Any proof-of-concept code, screenshots, or log files
- Your name and contact information (unless you prefer to report anonymously)

If you need to share sensitive details, please request our PGP public key and we will provide it for encrypted communication.

4. Our Commitment

When you report a vulnerability in good faith, we commit to the following:

4.1 Acknowledgement

We will acknowledge receipt of your report within 3 business days.

4.2 Assessment

We will investigate the report and provide an initial assessment (confirmed, not reproducible, or requires more information) within 10 business days.

4.3 Remediation

Confirmed vulnerabilities will be prioritised based on severity. We aim to release a fix according to the following guidelines:

- **Critical severity:** Fix released as soon as practicable, typically within 30 days
- **High severity:** Fix included in the next scheduled release, typically within 60 days
- **Medium/Low severity:** Fix included in a future release, typically within 90 days

4.4 Communication

We will keep you informed of progress towards resolution and notify you when a fix is released.

4.5 Credit

With your permission, we will credit you by name in our release notes when your report leads to a security fix. Please indicate in your report whether you would like to be credited.

5. Responsible Disclosure Guidelines

We ask that reporters:

- Allow us reasonable time to investigate and address the issue before any public disclosure (we suggest a minimum of 90 days from the date of report)
- Do not exploit the vulnerability beyond what is necessary to demonstrate the issue
- Do not access, modify, or delete data belonging to other users
- Make a good-faith effort to avoid disruption to our services or other users
- Do not use automated scanning tools against our production systems without prior agreement

6. Out of Scope

The following are generally not considered in-scope vulnerabilities:

- Vulnerabilities in end-of-life or unsupported product versions
- Issues requiring physical access to the user's machine (SyncBackPro is desktop software — physical access implies full compromise regardless)
- Social engineering or phishing attacks against 2BrightSparks staff
- Denial of service attacks
- Issues in third-party components where a fix is already available from the upstream vendor

7. Bug Bounty Programme

2BrightSparks does not currently operate a bug bounty programme and is unable to offer financial rewards for vulnerability reports. We genuinely appreciate responsible disclosure and will credit reporters as described above.

8. Legal Safe Harbour

2BrightSparks will not pursue legal action against individuals who report vulnerabilities in good faith and in compliance with this policy. We consider good-faith vulnerability research conducted in accordance with this policy to be authorised activity.

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