trading.com

RESPONSIBLE DISCLOSURE POLICY

1. Introduction

Trading.com Markets (Pty) Ltd (hereinafter "**Trading.com**") recognizes the need to approach the cybersecurity community to protect customer data and work together to create more secure solutions and applications. This policy is intended to give security researchers clear guidelines for conducting vulnerability discovery activities and to convey our preferences in how to submit discovered vulnerabilities to us.

Researchers are welcome to voluntarily report vulnerabilities they can find connected to Trading.com systems. This policy describes **what systems and types of research** are covered under this policy and **how to submit** to us vulnerability reports.

The submission of vulnerability reports is subject to the terms and conditions set forth on this page, and by submitting a vulnerability report to Trading.com the researchers acknowledge that they have read and agreed to these terms and conditions.

2. Terms and Conditions

2.1. Safe Harbor / Authorization

When conducting vulnerability research, showing good faith effort to comply with this policy, we consider your research to be:

- Authorized, concerning any applicable anti-hacking laws and we will not recommend or pursue legal action against you for your research.
- Authorized concerning any relevant anti-circumvention laws and we will not bring a claim against you for circumvention of technology controls.
- Lawful, helpful to the overall security of the Internet, and conducted in good faith.

You are expected to comply with all applicable laws. If legal action is initiated by a third party against you for activities that you have conducted in good faith in accordance with this policy, we will make this authorization known.

If at any time you have concerns or uncertain whether your security research is consistent with this policy, please submit a report through one of our Official Channels (as determined herein below) before going any further.

Note that Safe Harbor applies only to legal claims under the control of the organization participating in this policy, and that the policy does not bind independent third parties.

2.2. Guidelines

Under this policy, "research" means activities in which you:

- Notify us as soon as possible after you discover a real or potential security issue.
- Make every effort to avoid privacy violations, degradation of user experience, disruption to production systems, and destruction or manipulation of data.

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- Only use exploits to the extent necessary to confirm a vulnerability's presence. Do not use an exploit to compromise or exfiltrate data, establish persistent command line access, or use the exploit to pivot to other systems.

You are also requested to:

- Play by the rules, including following this policy and any other relevant agreements. If there is any inconsistency between this policy and any other applicable terms, the terms of this policy will prevail.
- Only interact with your own test accounts.
- Limit account creation to two (2) accounts total for any testing.
- Use only the Official Channels to disclose and/or discuss vulnerability information with us.
- Submit one vulnerability per report, unless you need to chain vulnerabilities to demonstrate the impact.
- Securely delete all data retrieved during research once the report is submitted.
- Perform testing only on in-scope systems, and respect systems and activities which are out-of-scope.
- Avoid using high-intensity invasive or automated scanning tools to find vulnerabilities.
- Do not publicly disclose any vulnerability without Trading.com's prior written consent.
- Do not perform any "Denial of Service" attack.
- Do not perform social engineering and/or physical security attacks against Trading.com's offices, users or employees.
- Do not perform automated/scripted testing of web forms, especially "Contact Us" forms that are designed for customers to contact our Customer Care team.

Once you've established that a vulnerability exists or you unintendedly encounter any sensitive data (including personally identifiable information (PII), financial information, or proprietary information or trade secrets of any party), **you must stop your test, notify us immediately, and not disclose this data to anyone else**. You should also limit your access to the minimum data required for effectively demonstrating a proof of concept.

2.3. Reporting a Vulnerability / Official Channels

Please report any vulnerabilities to vulnerability.disclosure.au@trading.com, providing all relevant information. To expedite the verification of your finding, please provide the following information in your initial communication:

- Location, URL, or application path the vulnerability was discovered.
- Description of vulnerability and the potential impact of exploitation.
- Instructions to reproduce the vulnerability (this can be written steps, a video, or a set of screen captures detailing the proof of concept)
- The email address, user-agent and username(s) used in the trading platform (if any).
- Your PGP public key to allow for encrypted communication (if available).

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2.4. Scope

a) In-Scope Systems/Services

Domains	www.trading.com/au/
Android App	Official trading.com app (com.trading.application)
iOS App	Official trading.com app (id1576478434)

b) Out-of-Scope Systems/Services

Any service (such as connected services), system or domain not expressly listed in the "In-Scope Systems/Services" section above, are excluded from scope and are not authorized for testing. Additionally, vulnerabilities found in systems from our vendors fall outside of this policy's scope and should be reported directly to the vendor according to their disclosure policy (if any). If you are not sure whether a system is in scope or not, contact us at vulnerability.disclosure.au@trading.com.

c) In-Scope Vulnerabilities

- SQL Injection
- Cross Site Scripting (XSS)
- Remote code execution (RCE)
- Server-Side Request Forgery (SSRF)
- Broken authentication and session management
- Insecure Direct Object Reference (IDOR)
- Sensitive data exposure
- Directory/Path traversal
- Local/Remote File Inclusion
- Cross Site Request Forgery (CSRF) with demonstrable high impact
- Open redirect on sensitive parameters
- Subdomain takeover (For subdomain takeover add a friendly message like: "We are working on it and we will be back soon.")

d) Out-of-Scope Vulnerabilities

Certain vulnerabilities are considered out-of-scope for the Vulnerability Disclosure Program. Those out-of-scope vulnerabilities include, but are not limited to:

- Mail configuration issues including SPF, DKIM, DMARC settings
- Clickjacking vulnerabilities that do not lead to sensitive actions, such as account modification
- Self-XSS (i.e. where a user would need to be tricked into pasting code into their web browser)
- Content spoofing where the resulting impact is minimal (e.g., non-HTML text injection)
- Cross-Site Request Forgery (CSRF) where the resulting impact is minimal (e.g., CSRF in login or logout forms)
- Open redirect - unless an additional security impact can be demonstrated
- CRLF attacks where the resulting impact is minimal
- Host header injection where the resulting impact is minimal
- Missing *HttpOnly* or *Secure* flags on non-sensitive cookies
- Missing best practices in SSL/TLS configuration and ciphers
- Missing or misconfigured HTTP security headers (e.g., CSP, HSTS)
- Forms missing Captcha controls

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- Username/email enumeration via Login Page error message
- Username/email enumeration via Forgot Password error message
- Issues that require unlikely user interaction
- Password complexity or any other issue related to account or password policies
- Lack of session timeout
- Brute-force attacks
- Rate limit issues for non-critical actions
- WordPress vulnerabilities without proof of exploitability
- Vulnerable software version disclosure without proof of exploitability
- Any activity that could lead to the disruption of our service (DoS)
- Lack of Root protection / Bypass of Root protection (mobile applications)
- Lack of SSL certificate pinning / Bypass of SSL certificate pinning (mobile applications)
- Lack of code obfuscation (mobile applications)

2.5. Remediation and Response Times

The Security team will confirm receipt of your report within three business days. We will work with internal teams to verify the finding and respond in a timely manner with an update or request for additional information.

If the submitted finding is confirmed to be valid, the security team will move forward with providing remediation or mitigation of the issue according to the impact and severity of the finding. We will try to keep you informed about our progress throughout the process.

3. Rewards

We value those who take the time and effort to report security vulnerabilities according to this policy. However, currently we do not offer any rewards for vulnerability disclosures. This is subject to change in the future.

4. PGP Key Details

We encourage reporters to use encrypted communication channels to protect the confidentiality of vulnerability reports using our PGP public key.

PGP key fingerprint: 2F2F9F5449F1F649804F9B7F297F8FD1B8048BCD

Download PGP key

Note: Please encrypt your messages with the above PGP key and include your own public key in the email.

5. Feedback

If you wish to provide feedback or suggestions on this policy, please contact us at vulnerability.disclosure.au@trading.com.

Thank you for helping keep Trading.com and our users safe.

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