

Vulnerability Disclosure Policy

SATO Group

The SATO Group has established a product security management system to reduce security risks associated with the products and services used by our customers. We will develop and improve our products and take appropriate measures against newly identified vulnerabilities.

1. Obtaining information about vulnerabilities

In order to improve our product security, we collect information on possible product vulnerabilities from external security researchers and coordination centers such as CERT. If you have any information regarding vulnerabilities in our products, please contact us via the inquiry form on our website below, or contact your country's coordination center.

【SATO Product Vulnerability Report Inquiry Form】

https://info.sato.co.jp/report_en/lp

After confirming receipt of the vulnerability information submitted through the inquiry form, we will promptly contact the reporter to notify them of receipt.

2. Investigation and Countermeasures

When you notify us about a possible vulnerability in one of our products, the responsible product design and development department will verify the vulnerability information. If a new vulnerability is identified, we implement countermeasures and prepare to disclose the information. If the following three criteria are met, we determine that a new vulnerability has been discovered and will promptly notify you.

Please be advised that we may need to request additional information from you to thoroughly investigate and address the issue.

- The issue has an impact on product safety
- It is reproducible
- It has not yet been reported

※Results of security research carried out on products that are no longer sold will not be accepted as a vulnerability.

3. Disclosure of vulnerability information

When a new vulnerability is identified in our products, we work closely with coordination centers regarding publication date, and publish a security advisory on the following website listed below to enable our customers to take appropriate action. As a general rule, we will not communicate vulnerability information to third parties other than the reporter, the coordination centers, and the product developers before disclosure. Information on vulnerabilities can be made public six months after they have been reported to us. We ask you to not publish any information regarding potential vulnerabilities until then.

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Yoshinori Sasahara
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