OperationsIP

OIP-SEC-005 · Version 1.0 · Effective 1 December 2026

Vulnerability Management and Responsible Disclosure

We look for security weaknesses before attackers do, and we welcome reports from customers and researchers.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-SEC-005	1.0	1 December 2026	Director	December 2027

Policy · Security

Legal and standards basis

- ISO/IEC 29147 (vulnerability disclosure)
- ISO/IEC 27001:2022 Annex A 8.8

1. How we find weaknesses

- Automated security and performance checks on the database after every change
- Dependency updates reviewed each month
- An independent penetration test every year and before major releases

2. How fast we fix them

Severity	Fix target
Critical	48 hours
High	7 days
Medium	30 days
Low	90 days or next planned release

3. Reporting a vulnerability

- Email security@operationsip.com with what you found and how to reproduce it
- Only test with your own account or a demo business. Don't access other businesses' data, don't disrupt the service and don't use social engineering
- Give us reasonable time to fix it before telling anyone else
- We acknowledge reports within 3 business days and keep you updated
- We won't take legal action against good-faith research that follows these rules

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