

Dula Responsible Disclosure Policy

1. Purpose

At Dula, powered by Bitventure (Pty) Ltd, we are committed to maintaining the security, integrity and availability of our platform and the information entrusted to us.

We recognise that security researchers and members of the public can play an important role in identifying potential security vulnerabilities. This Responsible Disclosure Policy explains how to report security concerns responsibly so that they can be investigated and addressed promptly.

2. Reporting a Security Vulnerability

If you believe you have identified a security vulnerability affecting the Dula platform or website, please report it to us as soon as possible by emailing:

Email: admin@bitventure.co.za

Please include, where possible:

- A description of the vulnerability.
- The affected page, feature or service.
- Steps to reproduce the issue.
- Screenshots or supporting evidence (where appropriate).
- Your contact details should we require further information.

3. Our Commitment

When a vulnerability is reported responsibly, we will:

- Acknowledge receipt of your report as soon as reasonably practicable.
- Assess and investigate the reported issue.
- Keep you informed of progress where appropriate.
- Work to resolve verified vulnerabilities within reasonable timeframes based on severity.
- Treat all reports confidentially.

4. Responsible Research

To help protect our users and systems, we ask that you:

- Act in good faith.
- Make every effort to avoid disrupting our services.
- Respect the privacy and confidentiality of our users.
- Limit your testing to the minimum necessary to demonstrate the vulnerability.
- Report the issue directly to us before disclosing it publicly.

5. Activities Not Permitted

To protect our users and services, please do not:

- Access, modify or delete data that does not belong to you.
- Attempt to access another user's account.



- Perform denial-of-service (DoS) or distributed denial-of-service (DDoS) attacks.
- Introduce malware or malicious code.
- Exploit a vulnerability beyond what is necessary to demonstrate its existence.
- Disrupt the availability or performance of the platform.
- Publicly disclose vulnerabilities before we have had a reasonable opportunity to investigate and remediate them.

6. Good Faith

We will not pursue legal action against individuals who:

- Act in good faith.
- Comply with this Responsible Disclosure Policy.
- Do not intentionally compromise the confidentiality, integrity or availability of our systems.
- Do not exploit vulnerabilities for personal gain or malicious purposes.

Nothing in this policy limits our rights where unlawful or malicious activity has occurred.

7. Scope

This policy applies to the Dula website and platform operated by Bitventure (Pty) Ltd.

It does not apply to:

- Third-party websites or applications.
- Services operated by educational institutions.
- Third-party systems that integrate with Dula but are not owned or controlled by Bitventure.

8. Confidentiality

We request that all reported vulnerabilities remain confidential until they have been investigated and, where necessary, remediated.

This helps protect our users and systems from potential misuse.

9. Contact

Security Team

Dula – Powered by Bitventure

Email: admin@bitventure.co.za

Website: <https://dula.co.za/>

For general support enquiries, please visit our Contact Us page or email info@bitventure.co.za.

