

## Third-Party Incident Reporting Channel

As part of our ongoing commitment to maintaining a safe and secure environment for our valued customers, we are delighted to introduce a new initiative: the **Third-Party Incident Reporting Channel**.

At Niva BUPA Health Insurance, we understand that transparency and accountability are paramount when it comes to handling incidents that may affect our users or services. We firmly believe that collaboration with external entities can enhance our incident response capabilities and ensure a swift and effective resolution.

### **What is the Third-Party Incident Reporting Channel?**

The Third-Party Incident Reporting Channel is a dedicated platform where external parties, including security researchers, customers, or concerned individuals, can responsibly report potential security vulnerabilities, data breaches, or any other incidents related to our portals or infrastructure.

### **Why are we implementing this program?**

**Strengthening Security:** By encouraging the reporting of potential incidents from external sources, we can identify and address security issues more comprehensively.

**Building Trust:** We value the trust our users place in us and want to assure them that we are proactive in addressing any incidents that may arise.

**Promoting Collaboration:** We believe that working together with the wider community can lead to innovative solutions and a safer digital environment for everyone.

### **How to report an incident:**

If you discover a potential security vulnerability or incident related to our platform, we urge you to report it responsibly through our Third-Party Incident Reporting Channel. This channel is specifically designed to handle confidential and sensitive information securely.

### **To report an incident, please follow these steps:**

**Prepare a PDF with a detailed description of the incident, including any supporting evidence, steps to reproduce, and impact analysis (if applicable), and share the file as email attachment on [infosec@nivabupa.com](mailto:infosec@nivabupa.com).**

Always include your contact information (Name, Email and Mobile Number) so that we can reach you in case of any clarifications.

Our dedicated incident response team will assess your submission promptly and work diligently to validate and address the reported issue.

**Our commitment to responsible disclosure:**

We highly value responsible disclosure and appreciate the time and effort you invest in helping us maintain the security of our services. To protect both our users and the integrity of our platform, we kindly request that you refrain from publicizing any discovered vulnerabilities until we have had sufficient time to investigate and address them.

Thank you for being a crucial part of our effort to ensure a safe and secure environment for all our users. Your collaboration and support play an essential role in making Niva Bupa Health Insurance stronger, more resilient, and better prepared to serve you.

If you have any questions or need assistance, please don't hesitate to reach out to our incident response team at [infosec@nivabupa.com](mailto:infosec@nivabupa.com)