Security Contact and Vulnerability Disclosure

ERIUS PHONE · Version 2.0 · Version 2.0 effective from 15 October 2026

Golan Europe S.L. · CIF B16546020 · Registro Mercantil de Islas Baleares, Tomo 2729, Folio 223, Sección 8, Hoja PM-82642 · Av. Blai Bonet 8, Bl. 3, Apartamento 301, Santa Ponça, 07180 Calvià, Illes Balears, Spain
Development: Protremix Technology Limited

How to reach Golan Europe S.L. about the security of ERIUS PHONE, and the terms on which security research on the Service is welcome.

1. Contact

1.1 Report a suspected vulnerability or security incident to info@eriusphone.com with the subject line "Security report". This is our general contact address; a separate security mailbox has not been set up. Reports are read by the people who operate the Service.

1.2 Customers with a question about the security of their own Account or Device can also open a support ticket in the Dashboard. If you believe an API Key has been disclosed, say so in the first line so that it can be revoked.

1.3 We aim to acknowledge a report within five (5) business days. We do not commit to a time for a fix; we will tell you what we have decided and, where we can, when.

2. What to include

2.1 A description of the issue and why you consider it a vulnerability; the address, endpoint or component affected; the steps to reproduce it; the date and time of your test and the network address you tested from; and how to reach you. Do not include personal data of other people or working credentials in the report.

3. Scope

3.1 In scope: the website at `eriusphone.com`, the API at `api.eriusphone.com`, the Dashboard, the sign-up and call pages, and the isolation between Accounts and Devices.

3.2 Out of scope: services of third parties, including the applications available on a Device and the providers we use; findings that depend on physical access, on social engineering of our staff or customers, or on a compromised device of the user; reports generated by automated scanners without a demonstrated impact; the absence of a security header or best practice without a demonstrated impact; and denial-of-service.

4. Rules for testing

4.1 You may test only against an Account and Devices that are your own. Do not access, modify or delete data that is not yours. If you come across another person's data, stop, do not keep or share it, and report it.

4.2 Do not degrade the Service: no denial-of-service, no load testing, no automated scanning at a rate that affects other users.

4.3 Do not attempt to leave a Device's container to reach the host or another customer's Device beyond the minimum needed to demonstrate that it is possible, and report at once if it is.

4.4 Do not use a finding for any purpose other than reporting it to us, and do not disclose it to others until we have confirmed that it is resolved or ninety (90) days have passed since your report, whichever is earlier, unless we agree otherwise.

4.5 Comply with the law that applies to you.

5. Our position

5.1 If you act in good faith and within clauses 3 and 4, we will treat your testing as authorised under the Acceptable Use Policy, will not suspend your Account because of it and will not bring a civil claim or make a complaint to an authority against you in respect of it.

5.2 We cannot authorise testing of systems that are not ours, and clause 5.1 does not bind any third party or public authority.

5.3 We do not operate a bug-bounty programme and do not pay for reports. With your permission we will acknowledge your contribution.

6. Incidents affecting customers

6.1 If we confirm a breach of security that affects a Customer's data, we notify the Customer as set out in clause 8.3 of the Privacy Policy and, for business Customers, clause 9 of the Data Processing Addendum.

6.2 The current state of the Service is shown on the status page at eriusphone.com/status.

Version history

Version	Effective date	Change
1.0	13 October 2026	First published version.
2.0	15 October 2026	The owner, seller and provider of ERIUS PHONE is now Golan Europe S.L. (Spain), the only party to the contract with Customers. Governing law, data-protection references and consumer rights changed to Spanish and EU law. Contact address for legal, privacy and refund matters: info@eriusphone.com.