

Vulnerability Disclosure Policy

At Ditto, we take the security of our systems and our customers' data seriously. We encourage security researchers and customers to report any vulnerabilities they discover so we can address them quickly.

How to Report

If you believe you've found a security issue in our product, infrastructure, or website, please email support@dittowords.com with details. Providing steps to reproduce, affected endpoints, and any relevant screenshots or logs will help us respond faster.

Our Commitment

- We will acknowledge your report within 10 business days.
- We will prioritize remediation based on severity.
- We will keep you updated on progress and notify you once the issue is resolved.
- We will not pursue legal action against researchers who report vulnerabilities in good faith and comply with this policy.

Guidelines for Reporters

- Do not exploit, download, or exfiltrate data.
- Avoid actions that could disrupt services for other users (e.g., denial-of-service).
- Allow us reasonable time to remediate (up to 90 days) before disclosing publicly.

Scope

This policy covers:

- The Ditto web application (app.dittowords.com)
- Ditto APIs (api.dittowords.com)
- Official Ditto plugins and integrations

Other third-party services are out of scope.