



TRUST AND SECURITY

Security and Vulnerability Disclosure Policy

How we protect the Service, what security testing is permitted, how to report a vulnerability, and our commitment not to pursue good-faith researchers.

Version 1.0 - Effective 29 August 2026 - Updated 29 August 2026 - 8 sections - 55 clauses

Document ref. WGN-LEGAL-SECURITY-V1.0

Published by Lacspace Corporation Pvt. Ltd. (Nepal reg. 377566/82/83; India CIN U46511DL2025PTC079972), Bhimsengola, Sinamangal, Kathmandu, Bagmati Province, Nepal. This file is a controlled copy provided for reference; the version published at the address below is authoritative.

wegrownepal.com/legal/security

AT A GLANCE

A plain-language summary. The numbered clauses below are what legally applies.

- Report anything you find to security@lacspace.com. We reply within 3 working days.
- We will not pursue legal action against good-faith research within the stated rules.
- Do not access other people's data, degrade the Service, or use social engineering.
- We have no paid bug bounty, but we credit reporters who want it.
- A breach affecting users is disclosed within 72 hours.

1. Our commitments

- 1.1 Traffic between your device and the Service is encrypted in transit using TLS.
- 1.2 Passwords are stored only as salted cryptographic hashes and are never recoverable.
- 1.3 Data at rest is encrypted by our storage providers.
- 1.4 Access to production systems and data is restricted to personnel who require it, and is logged.
- 1.5 Authentication endpoints are rate limited and monitored for automated abuse.
- 1.6 Sessions expire and tokens are rotated.
- 1.7 Dependencies are monitored for known vulnerabilities and updated.
- 1.8 We do not claim the Service is perfectly secure. No system is, and a claim to the contrary would be worthless.

2. Reporting a vulnerability

- 2.1 Send reports to security@lacspace.com with "Vulnerability" in the subject line.
- 2.2 Include the affected URL or endpoint, the steps to reproduce, and the impact you believe it has.

- 2.3 Include a proof of concept where you can do so without accessing another person's data.
- 2.4 We acknowledge every report within three working days.
- 2.5 We give an initial assessment within ten working days.
- 2.6 We keep you informed while we work on a fix, and we tell you when it is deployed.
- 2.7 We ask that you do not disclose publicly until a fix is deployed, or ninety days have passed, whichever is sooner.
- 2.8 You do not need an account to report, and we accept anonymous reports.

3. Safe harbour

- 3.1 We will not bring or support legal proceedings against a person conducting security research in good faith within the rules in this policy.

A disclosure policy without this commitment is a trap. Researchers are asked to identify themselves and describe exactly what they did, and they need to know that will not be used against them.
- 3.2 We will not report good-faith research to law enforcement.
- 3.3 We consider such research authorised access for the purposes of any law restricting unauthorised access.
- 3.4 If a third party brings proceedings in respect of research conducted within these rules, we will make clear that it was authorised.
- 3.5 Safe harbour is lost if you access, copy or retain another person's data, degrade the Service, extort us, or disclose in breach of the timescales above.
- 3.6 If you are unsure whether an action is within scope, ask before you take it.

4. Permitted testing

- 4.1 Testing against your own account and your own content.
- 4.2 Passive observation of responses, headers and client-side code.
- 4.3 Testing for injection, authentication, authorisation and access-control flaws using your own data.
- 4.4 Reporting misconfiguration of storage, headers, certificates or DNS.
- 4.5 Reporting a dependency with a known vulnerability.
- 4.6 Testing that stops at the first proof that a flaw exists.

5. Prohibited testing

- 5.1 Accessing, downloading, modifying or retaining any data belonging to another person.
- 5.2 Denial of service testing, load testing, or anything that degrades the Service for other users.
- 5.3 Social engineering of our staff, our users, our contractors or our suppliers.
- 5.4 Physical attacks on any premises or equipment.
- 5.5 Spam, phishing or any test conducted against a third party's system.
- 5.6 Automated scanning that generates a volume of traffic capable of affecting availability.
- 5.7 Retaining a copy of anything you obtained during testing after you have reported it.

5.8 Publishing details of an unfixed vulnerability.

6. Out of scope

- 6.1 Reports produced solely by an automated scanner without a demonstrated impact.
- 6.2 Missing security headers with no demonstrated exploit.
- 6.3 Weaknesses in third-party services we do not control.
- 6.4 Issues requiring physical access to an unlocked device.
- 6.5 Self-inflicted issues requiring the victim to paste code into a console.
- 6.6 Best-practice recommendations without a security impact.
- 6.7 Rate limiting on endpoints where a limit exists and functions.

7. Recognition

- 7.1 We do not operate a paid bug bounty programme, and we say so rather than implying one.
- 7.2 We credit reporters publicly where they wish to be credited.
- 7.3 We will provide a written acknowledgement of a valid report on request.
- 7.4 We prioritise fixing over negotiating about severity.
- 7.5 A report that leads to a material fix is acknowledged in the relevant version history.

8. If a breach occurs

- 8.1 We investigate immediately and take steps to contain the incident.
- 8.2 Where a breach is likely to result in a risk to users, we notify affected users and the relevant authority without undue delay, and in any event within seventy-two hours of becoming aware of it.
- 8.3 A notification states what happened, what data was involved, what we have done, and what you should do.
- 8.4 We do not delay notification in order to complete an investigation first.
- 8.5 We publish a post-incident account where doing so does not create further risk.
- 8.6 We preserve incident records for at least five years.
- 8.7 We do not retaliate against a person who reported the issue that led to the discovery.

Version history

v1.0 - 29 August 2026

- Initial publication.
- Added an express safe harbour commitment with defined limits.
- Published scope, permitted testing and out-of-scope categories.
- Stated plainly that there is no paid bounty programme.

Publisher, contact and document control



Lacspace Corporation Pvt. Ltd.

WeGrowNepal is a product of Lacspace.

Registration	Nepal 377566/82/83 - India CIN U46511DL2025PTC079972
Registered office	Bhimsengola, Sinamangal, Kathmandu, Bagmati Province, Nepal
Telephone	+977 9705 300600
General enquiries	hello@lacspace.com
Legal notice	legal@lacspace.com
Abuse and safety	abuse@lacspace.com
Security disclosure	security@lacspace.com
This document	wegrownepal.com/legal/security
Legal Centre	wegrownepal.com/legal
Product	wegrownepal.com
Publisher	lacspace.com
Document reference	WGN-LEGAL-SECURITY-V1.0
Version	1.0, effective 29 August 2026 (last updated 29 August 2026)
Governing law	This document is governed by the laws of Nepal, with the courts of Kathmandu, Nepal having jurisdiction.

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