

Product Security and Telecommunications Infrastructure PSTI

Product Name	Mobile App	Product Hardware		PSTI Statement of Compliance	Updated date
		Security Update	Mobile App		
		Support Period	Support Period		
TRKI005-T	Trackipet	31/05/2028	31/05/2028	Click Here	23/04/24

Vulnerability Disclosure Policy

The UK Product Security and Telecommunications Infrastructure (PSTI) policy is a new policy which has come into effect from 29 April 2024. This policy is designed to help improve security levels of products and requires companies to have an easy method for people to report vulnerabilities when found and get updates on how long and when it will be fixed.

Our Trackipet GPS trackers are manufactured and sold for use through a comprehensive omnichannel retail strategy, encompassing both online and offline sales platforms. Trackimo's pet tracker, *Trackipet*, fosters users independence and responsibility, while offering pet owners peace of mind.

The company provides a 2-year hardware warranty, which covers any physical defect or hardware failure. It does not cover damage caused by physical trauma to the device or by using it contrary to the instructions or with unauthorized accessories. If a security flaw or fault is found within the firmware, the company provide a 2-year warranty on this as well.

Security protection period: If a security vulnerability is discovered during the support period, all issues falling within the scope of support will be addressed. They will only be resolved if they fall within the predefined support scope.

Contact

If you've discovered a vulnerability you wish to report, please email us at support@trackipet.com. We will confirm receipt of your report within 7 working days. You may receive regular updates on the progress until the issue is resolved or additional information becomes available. Our goal is to resolve the reported vulnerability promptly while ensuring the fix does not introduce new issues or disrupt existing functionality. The company will provide an estimated resolution timeframe as soon as it is determined.