SERCEL
A Viridien Business

COORDINATED VULNERABILITY DISCLOSURE POLICY

Sercel R&D

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Table of Contents

1 1. Purpose

This Coordinated Vulnerability Disclosure Policy defines how Sercel receives, analyzes, handles and discloses security vulnerabilities affecting its products.
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It aims to:

- Enable responsible vulnerability reporting,
- Protect customers and users,
- Ensure appropriate remediation prior to any public disclosure,
- Comply with applicable regulatory requirements, in particular the **Cyber Resilience Act (CRA)**.

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2 2. Scope

This policy applies to all hardware and software products developed, maintained or distributed by **Sercel**, whether in the development, market release or support phase.

Exclusions apply to:

- Hardware and software products used internally,
- Non-commercialized prototypes.

An important consideration is the analysis of so-called substantial modifications in the case of legacy products.

A **researcher** is any person who analyzes the security of systems in order to find vulnerabilities.

- e.g. cybersecurity experts, independent researchers, consultants, members of the security community.

A **reporter** is any person who discovers a vulnerability. They are encouraged to report it to **Sercel**.

- e.g. researchers, customers, partners, employees.

3 3. Vulnerability Reporting

Vulnerabilities may be responsibly reported via the following contact point:

Channel	Details
Main Email	Product_Security@sercel.com[1]
Web Form	To be completed — Form URL or N/A (to be defined in next version)
Accepted languages	French / English

> In accordance with Art. 13§17 of Regulation (EU) 2024/2847 (CRA), Sercel designates this email address as the official single point of contact for reporting vulnerabilities in its products with digital elements.
> The reporter may choose their preferred means of communication. These means are not limited to automated tools.

The report should, where possible, include:

- A description of the vulnerability,
- The affected product and version,
- Known exploitation conditions,
- Any technical information useful for analysis.

Public accessibility and regulatory references

This policy is publicly accessible at Sercel Web Site : https://www.sercel.com/en/cyber-resilience-act

It is referenced in:

- The information and instructions intended for users of our products — Annex II point 2 CRA
- The technical documentation of our products — Annex VII CRA

[1]. mailto:Product_Security@sercel.com

4 4. Handling Commitments

Sercel commits to:

- Acknowledging receipt of the report to the reporter within a reasonable timeframe,
- Analyzing the reported vulnerability,
- Assessing its impact and exploitability,
- Defining and implementing appropriate corrective measures,
- Coordinating the disclosure of the vulnerability with the reporter.

Processing and remediation timelines may vary depending on the nature and severity of the vulnerability.

5 5. Coordinated Disclosure

The disclosure of information relating to a vulnerability is carried out in a coordinated manner to avoid premature exposure of users to a security risk.

Sercel encourages reporters not to publicly disclose a vulnerability before a fix or appropriate mitigation measure is made available, unless prior agreement has been reached.

The coordinating CSIRT may, at the manufacturer's request and for justified cybersecurity reasons, delay the release of the notification until the parties have given their consent, immediately informing ENISA of this (Article 16 CRA).

Nevertheless, Sercel commits to disclosure within a maximum of 90 days, with the possibility of a documented extension if the fix requires a prolonged field deployment.

6 6. Regulatory Framework

This policy is based in particular on:

- The **Cyber Resilience Act (EU Regulation 2024/2847)**,
- Best practices for coordinated vulnerability disclosure.

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7 7. Researcher Protection

Sercel will not take legal action against researchers acting in good faith, in compliance with this policy and applicable laws.

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8 8. Policy Updates

This policy may be updated periodically to take into account:

- Product evolution,
- Security practices,
- The regulatory framework.

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