+44 (0)1952 238 100
uk_sales@luceco.com
+44 (0)1952 238 180

Luceco plc
Luceco Distribution Centre
Stafford Park 1
Telford, Shropshire
England TF3 3BD

www.lucecoplc.com

UK PSTI Policy

Information On How to Report Security Issues

Protecting our customers from threats to their security is always an important task for Luceco. As a key player in global Networking and Smart Home markets, we will do our utmost to provide our users with secure stable products and services, and to strictly protect the privacy and security of their data.
We welcome and encourage all reports related to product security or user privacy. We will follow established processes to address them and provide timely feedback.

Report Vulnerabilities to Luceco

We strongly encourage organisations and individuals to contact Luceco's security team to report any potential security issue.
To report a security or privacy vulnerability, please send an email to technical.support@luceco.com with the product model and software version, describe the detailed security issue to us. Luceco will endeavour to respond to the report within 10 working days.
Luceco will need to obtain detailed information about the reported vulnerability to more accurately and quickly begin the verification process.

Responsible Reporting Guidelines

1. All parties to a vulnerability disclosure should comply with the laws of their country or region.
2. Vulnerability reports should be based on the latest released firmware, and preferably written in English.
3. Report vulnerabilities through the dedicated communication channel. Luceco may receive reports from other channels but does not guarantee that the report will be acknowledged.
4. Adhere to data protection principles at all times and do not violate the privacy and data security of Luceco users,
   employees, agents, services or systems during the vulnerability discovery process.
5. Maintain communication and cooperation during the disclosure process and avoid disclosing information about the vulnerability prior to the negotiated disclosure date.
6. Luceco is not currently operating a vulnerability bounty program.

How Luceco Deals with Vulnerabilities

Awareness & Receipt → Verification → Remediation → Notification

Luceco encourages customers, vendors, independent researchers, security organizations, etc. to

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proactively report any potential vulnerabilities to the security team. At the same time, Luceco will proactively obtain information about vulnerabilities in Luceco products from the community, vulnerability repositories and various security websites. In order to be aware of vulnerabilities as soon as they are discovered.

Luceco will respond to vulnerability reports as soon as possible, usually within 10 business days.

Luceco Security will work with the product team to perform a preliminary analysis and validation of the report to determine the validity, severity, and impact of the vulnerability. We may contact you if we need more information about the reported vulnerability.

Once the vulnerability has been identified, we will develop and implement a remediation plan to provide a solution for all affected customers.

Remediation typically takes up to 90 days and in some cases may take longer.

You can keep up to date with our progress and the completion of any remediation activities.

Luceco will issue a security advisory when one or more of the following conditions are met:

1. The severity of the vulnerability is rated CRITICAL by the Luceco security team and Luceco has completed the vulnerability response process and sufficient mitigation solutions are available to assist customers in eliminating all security risks.

2. If the vulnerability has been actively exploited and is likely to increase the security risk to Luceco customers, or if the vulnerability is likely to increase public concern about the security of Luceco products, Luceco will expedite the release of a security bulletin about the vulnerability, which may or may not include a full firmware patch or emergency fix.

Information on Minimum Security Update Periods

The Support Period for Luceco components is actively maintained considering security updates from Jan 2022 to Jan 2025.

*This list is constantly being updated and subject to change without notice.

Models	Versions	Description
EFCB60WSMT	V1	FTYPE SMART COMPACT REGRESSED 6W 580LM DIMMABLE FIRE RATED DOWNLIGHT - IP65 - WHITE BEZEL INC RGB+CW
EFCF60WSMT	V1	FTYPE SMART COMPACT FLAT 6W 580LM DIMMABLE FIRE RATED DOWNLIGHT - IP65 - WHITE BEZEL INC RGB+CW
LSMFSP20B150	V1	CASTRA SMART BLACK FLOOD 160MM 2300LM 20W 5000K PIR
SLA22RGB9W81	V1	Luceco Smart LED GLS 9W 806LmDimmable CCT RGB-CW BC
SLA27RGB9W81	V1	Luceco Smart LED GLS 9W 806Lm Dimmable CCT RGB-CW ES
SLC14CC5W4	V1	LUCECO SMART LED CANDLE 6W 470LM DIMMABLESES CCT
SLGUCC5W35	V1	LUCECO SMART LED GU10 5W 320LM 15K HRS DIMMABLE CCT