

PSTIA 2022 Product Security & Vulnerability Disclosure Policy

Company: Whisper Controls Limited

Effective Date: 8th July 2026

Whisper Controls Limited is committed to preserving the integrity of end-user networks and ensuring all internet-connectable electronic controls comply with the UK Product Security and Telecommunications Infrastructure Act 2022 (PSTIA).

1. Statutory Security Principles

All Wi-Fi enabled products within the Whisper Controls ecosystem, powered by Tuya and the Smart Life application infrastructure, are engineered to meet strict UK security standards:

- **No Universal Default Passwords:** Every connectable unit is equipped with unique authentication mechanisms. Universal default passwords are not utilized on any Whisper Controls device.
- **Secure by Design:** Cyber threat mitigation is engineered directly into the hardware and software architecture from the initial design phase, utilizing certified wireless components.
- **Lifecycle Management:** We deploy continuous over-the-air (OTA) software and firmware maintenance to preserve system integrity and neutralize emerging threats.

2. Vulnerability Disclosure Policy (VDP)

We support coordinated vulnerability disclosure and welcome reports from security researchers, trade partners, installers, and customers who identify potential security flaws in any Whisper Controls product or service.

2.1 Reporting Protocol

Submit detailed security findings via email:

- Email: support@whispercontrols.com
- FAO: PSTIA Support Team

To facilitate rapid technical assessment, reports must include:

- A clear, technical description of the suspected vulnerability.
- The affected product model and firmware/software version.
- Step-by-step instructions or proof-of-concept (PoC) code to reproduce the issue.
- The potential network or physical security impact.
- Direct contact details for our engineering team to conduct follow-up diagnostics.

2.2 Technical Commitment & Service Level Agreement (SLA)

- **Initial Response:** We will formally acknowledge receipt of your vulnerability report within 5 working days.
- **Technical Assessment:** Our engineering teams will isolate the issue to determine validity and severity.
- **Status Updates:** We will provide transparent updates regarding investigation progress and remediation timelines.
- **Remediation:** Validated vulnerabilities will be resolved via OTA firmware updates in a timeframe proportionate to the risk complexity.
- **Safe Harbour:** Provided researchers act in good faith, avoid privacy violations, do not destroy data, and do not disrupt services, Whisper Controls Limited will not initiate legal action against individuals reporting security flaws.

3. Security Update Support Periods

Whisper Controls publishes minimum support durations during which mandatory security updates are guaranteed. Because our hardware security architecture is derived from Tuya and the SmartLife application, baseline support is open-ended.

To provide absolute certainty to our network of installers and end-users, we guarantee the following hardware support lifecycles:

Product Range / Model	Category	Minimum Security Support Period
WR-300 Wireless Range	Wireless Heating Controls	Minimum of 5 years from product withdrawal from sales
HW-200 Smart Timer	Smart Timing Controls	Minimum of 5 years from product withdrawal from sales
MU-200	Hardwired Thermostats	Minimum of 5 years from product withdrawal from sales
MU-600	Hardwired Thermostats	Minimum of 5 years from product withdrawal from sales
EA Wireless Range	Wireless Heating Controls	Minimum of 5 years from product withdrawal from sales

4. Regulatory Oversight & Data Handling

- Data Processing: Personal data or technical documentation submitted during a vulnerability report is processed strictly for validation and remediation, in full compliance with UK GDPR and our corporate Privacy Policy.
- Verification: Whisper Controls Limited participates in regular technical audits to verify ongoing product compliance and will cooperate fully with UK regulatory authorities during any inspection processes.

Yours sincerely,

Jon Arntsen



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Managing Director

Whisper Controls Limited

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