



# Security at Citrix: Vulnerability & Incident Response, Reporting and History

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## Security at Citrix

Security is a core component of all Citrix products and services. To learn more about the security certifications associated with Citrix products and services, visit the Compliance tab of the Citrix Trust Center, available [here](#). For information about security practices and controls by product or service, click [here](#).

## Vulnerability Response

Citrix's dedicated Global Security Response Team is responsible for managing the receipt, verification, and public reporting of information about security vulnerabilities in Citrix products. In line with its commitment to adhere to international standard ISO/IEC 29147:2018, all issues reported to Citrix follow a formal vulnerability response process, which is detailed [here](#).

Citrix publishes [security bulletins](#) to provide remediation information about security vulnerabilities in customer-managed Citrix products which have been reported to Citrix through the vulnerability response program.

## Incident Response

A security incident occurs when there has been unauthorized access to customer content that results in the loss of confidentiality, integrity, or availability of that data. Citrix maintains a Cyber Security Incident Response Plan that details the processes for detecting, reporting, identifying, analyzing, and responding to security incidents impacting Citrix managed networks and/or systems or customer content.

If Citrix determines that customer content within its control has been subject to a security incident, the customer will be notified within the time period required by law. Citrix's notice will describe, where known, the nature of the incident, the time period, and the potential impact to the customer, and a record of the incident will be maintained.

## Vulnerability & Incident Reporting

Citrix employees, customers, end users, and researchers are all able—and encouraged—to provide input on the security posture of Citrix products and services. External users can report a security vulnerability or suspected incident by following the instructions on the "Report a Security Issue" [page](#) on the Citrix Trust Center or, for supported customers, by [opening a support case](#). Every report is promptly reviewed and addressed by Citrix's security professional staff. Citrix also maintains a public bug bounty program, which is described [here](#).

## Incident History

Over the past three years, Citrix has experienced security incidents, which the company actively investigates to closure and remediates. As noted above, Citrix notifies impacted customers in accordance with applicable law. Net expenses related to those incidents incurred totaled less than 0.10% of revenue over this three-year period.