

Product Security and Compliance Statement

Hikvision is committed to providing high-quality, secure, and reliable products, ensuring our operations are in compliance with the requirements set out in the UK PSTI Act.

We, at Hikvision, promise that for all our products, whether currently distributed or have been distributed in the UK over the past few years, we will ensure the provision of security updates and support throughout the product's sale period. In addition to our standard support, we are committed to extending the security update period for an additional five years post-discontinuation, which means the cessation of the production and sale of a particular product model. This action is a part of our continuous effort to enhance product security and protect our customers from emerging cybersecurity threats.

In March 2014, Hikvision established the Hikvision Security Response Center (HSRC), which is responsible for receiving, addressing, disclosing, and resolving security-related vulnerability issues with Hikvision's products and solutions.

[\[Hikvision Security Flaws Handling Procedure\]](#)

In March 2015, Hikvision started to release firmware updates, requesting users to change default password through alerts.

[\[Hikvision Updates the Products Firmware with Security Enhancements\]](#)

Users can inquire about product's security update period and Statements of Compliance on the official website.

[\[Hikvision PSTI Software Support\]](#)

Hikvision complies with the PSTI Act and all applicable regulations in the UK, ensuring our products and services meet industry standards. We welcome and appreciate our customers' attention to our product security and compliance, and will keep working towards increasing the transparency and reliability of our products and services.

For any inquiries related to product security and compliance, please contact us at info.uk@hikvision.com.