



Proctorio Response

For RTL News Article

In June of 2021, a journalist from RTL News contracted Computest to attempt to hack Proctorio. This sophisticated group found a complex hack that required the user to visit a

disreputable website to activate it. Webcams or microphones cannot be triggered without the user allowing (or previously allowing) the website to access the device. Proctorio does not have direct access to the hardware.

They reported the vulnerability to us on June 17th. We patched, tested and released the fix to production within a week on June 24th. This is a process that can take some companies months to achieve.

We invited Computest into our HackerOne program, a partnership we have with ethical hackers to regularly test our security protocols. They gave us 90 days to address the fix. Again, we completed the process in only 7 days. Computest acknowledged the successful patching of the vulnerability on August 3rd. On September 19th, Proctorio took the further step of transparency by filing for public disclosure, ourselves. This required Computest to approve the release.

On December 13th, Proctorio was contacted by the same RTL News journalist to comment on the hack they had instructed Computest to perform a full six months prior. We reached out to Computest immediately and spoke to the principals involved. During this conversation, it was discovered that Computest, though it had verified the fix to us over four months ago, had not approved Proctorio's request to publish the disclosure.

Proctorio proactively completed a pentest last month by a group of ethical hackers operating out of Germany. No evidence of anything like this vulnerability exists in the product today. The prior version has not been in use for six months.

Proctorio takes these issues very seriously. Any suggestion otherwise is contradicted by a track record we are proud to stand by. In eight years our service has been down only 8 minutes and we have never suffered a security breach. We feel our success at keeping our clients' data safe is, in part, a product of our commitment to working with groups like Computest. Protecting the work we do with our partner universities and organizations is the mission of this company and will remain our highest priority.

