

Penetration test engagement record — GetAgency (email thread)

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owner	Olaf Jacobson

Email thread *Penetration test - Soon*, exported from olaf@soon.works on 2026-09-08. Only messages exchanged with GetAgency are included (internal forwards omitted). Shows the engagement is contracted, scoped as a greybox test of the production web application, and being scheduled through GetAgency's pentest coordination team. The report follows the test window and will be filed against this row when received.

2026-08-24 18:24 UTC — tad@getagency.com

To: pentest-delivery@help.getagency.com, olaf@soon.works

Hi team,

I'd like to introduce you to Luke and Zack, who will be coordinating the penetration testing process and gathering the information needed to get the test underway.

As the first step, please complete the Penetration Testing Intake Form (https://form.asana.com/?k=7gGKakdzHrzObWSDS-r-Gw&d_98931966952103) at your earliest convenience. Once we receive your responses, Aiden and Zack will reach out to confirm next steps and the anticipated timeline.

Before we begin, please note: This will be a greybox penetration test focused on web applications and/or APIs. Testing typically takes ~30 days after we receive all required information. Delays in communication or information sharing may extend the timeline - prompt responses help keep things on track. If you plan to test in a production environment, an additional waiver is required (we recommend staging/test environments when possible).

Please let me know if you have any questions or need anything else.

Best,

Tad

Tad Kozusko | Compliance Analyst 215 Park Avenue South, New York, NY 10003 Tad@GetAgency.com
I GetAgency.com

Sent via Superhuman (https://superhuman.com/refer/egjozcjr?utm_medium=signature&utm_source=product)

2026-08-24 18:57 UTC — pentest-delivery@help.getagency.com

To: tad@getagency.com, olaf@soon.works

Hi Olaf,

I'm Luke from the pentest coordination team at Agency. There are a few key items that I need to cover as you received a dated introduction template.

Please refer to the information below:

As the first step, please complete the Penetration Testing Intake Form at your earliest convenience. Once we receive your responses, I will reach out to confirm next steps and the anticipated timeline.

Before we begin, please note: This will be a greybox penetration test focused on Production Web Applications and/or URLs. Testing typically takes ~30 days after we receive all required information. Delays in communication or information sharing may extend the timeline - prompt responses help keep things on track. All tests are set to be conducted in a production environment per auditor requirements, a Work Order is required to be signed before engagement scheduling.

Please note that retesting is not included in this engagement and is not a requirement to achieve SOC 2 or ISO27001 compliance, as long as you internally show tickets to confirm remediation has been scheduled and completed, but if desired for non-compliance reasons, we're happy to connect you with our sales team to discuss options.

Please feel free to reach out to me with any questions.

Best, Luke

Luke Parry | IT Support Specialist 11 S 12th Street, Ste. 307, Richmond, VA 23219 Phone: 804.445.3032 luke@getagency.com | GetAgency.com

--- original message ---

2026-08-31 14:51 UTC — olaf@soon.works

To: pentest-delivery@help.getagency.com · Cc: tad@getagency.com, thomas@soon.works

Hi Luke,

Thanks for the clarification.

I submitted the intake form. A few things from our side:

ENVIRONMENT We're testing against production, which I understand is your standard. Please send the Work Order and I'll get it signed.

Tad's note mentioned an additional waiver for production testing, let me know whether that's a separate document from the Work Order or whether the Work Order covers it.

TEST ACCOUNTS All six accounts are created across two separate tenants, three roles in each. Details are in the form submission.

To access them, please use the password reset at <https://app.soon.works/forgot#>

- putting the address after the # prefills the form. We don't set or transmit passwords, so each account's credential is set by whoever claims it.

TWO REQUESTS

1. Source IPs — we run behind Cloudflare. Our suggestion is a short unauthenticated pass with no allowlisting first, so the perimeter is genuinely exercised, then allowlisting your IPs for the main engagement so rate limiting doesn't distort application coverage. Happy to follow your preference; just let me know which you want and I'll configure it.
2. Notifications — Soon is a workforce management product, so invites, shift changes and leave approvals all generate email to end users. The test tenants are contained, but please flag before any high-volume enumeration against notification-triggering endpoints so we can confirm nothing reaches real users.

RETESTING Understood that it's out of scope and not a compliance requirement. We track every finding as a ticket through to closure in Linear, which should give the auditor what they need.

TIMELINE Understood on ~30 days from receipt of all required information. Could you confirm what's still outstanding on your side, and roughly when scheduling would begin once the Work Order is signed? We have one internal precondition to close first and it would help to know the lead time.

On Mon, 24 Aug 2026 at 19:57, Luke Parry <pentest-delivery@help.getagency.com> wrote:

Hi Olaf,

I'm Luke from the pentest coordination team at Agency. There are a few key items that I need to cover as you received a dated introduction template.

Please refer to the information below:

As the first step, please complete the Penetration Testing Intake Form <https://form.asana.com/?k=7gGKakdzHrzObWSDS-r-Gw&d_98931966952103> at your earliest convenience. Once we receive your responses, I will reach out to confirm next steps and the anticipated timeline.

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Please note that retesting is not included in this engagement and is not a requirement to achieve SOC 2 or ISO27001 compliance, as long as you internally show tickets to confirm remediation has been scheduled and completed, but if desired for non-compliance reasons, we're happy to connect you with our sales team to discuss options.

Please feel free to reach out to me with any questions.

Best, Luke

**Luke Parry *I IT Support Specialist 11 S 12th Street, Ste. 307, Richmond, VA 23219
<https://www.google.com/maps/search/11+S+12th+Street,+Ste.+307,+Richmond,+VA+23219?entry=gmail&source=g> Phone: 804.445.3032 <(804)%20445-3032> luke@getagency.com I
GetAgency.com <http://getagency.com/> [image: Sent from Front]*

On August 24, 2026 at 2:24 PM EDT tad@getagency.com wrote:

Hi team,

I'd like to introduce you to Luke and Zack, who will be coordinating the penetration testing process and gathering the information needed to g

2026-08-31 15:27 UTC — pentest-delivery@help.getagency.com

To: olaf@soon.works · Cc: tad@getagency.com, thomas@soon.works

Hi Olaf,

Thank you for following up with this information. I can confirm that we have received your Pentest Intake Form.

I have sent the Pentest Work Order through Atlas to your inbox for review and signature. If you have not received the email from Atlas, please let me know and I can forward the Work Order directly to you.

I can also confirm that we have successfully accessed all of the provisioned and invited accounts. At this point, the only remaining prerequisite before we can begin scheduling the engagement and Pentest Report delivery date is the signed Pentest Work Order.

Once the signed Work Order is received, we should have everything required to move forward with the engagement.

Regarding your two additional requests, our source IP addresses are:

146.70.186.37

65.247.33.131

I will also make a note for our pentester that no notifications should be triggered to live users during testing. We typically take precautions to avoid actions that would generate notifications or otherwise impact live users, but I will ensure this requirement is specifically communicated to the pentester before testing begins.

If you have any questions or any other testing considerations you would like us to be aware of, please feel free to reach out.

Best,

Luke

Luke Parry | IT Support Specialist 11 S 12th Street, Ste. 307, Richmond, VA 23219 Phone: 804.445.3032 luke@getagency.com | GetAgency.com

--- original message ---

2026-09-01 11:31 UTC — olaf@soon.works

To: pentest-delivery@help.getagency.com · Cc: tad@getagency.com, thomas@soon.works

Hi Luke,

Signed Work Order returned via Atlas.

One note on data handling: as mentioned the test runs against production, so while both test tenants hold only synthetic data, isolation testing could surface real customer records. Please have the tester stop and report rather than enumerate if that happens, and retain nothing. If you have a standard DPA covering this, I'll gladly sign it alongside the Work Order.

Two things still open from my side:

Now that the Work Order is in, could you confirm the expected start date and report delivery date? We have one internal precondition to close first, a database restore drill, so the pre-test snapshot is a proven rollback rather than an untested one, and it would help to line the two up. If there's flexibility, we'd prefer a start at least two weeks out.

Thanks for sending the source IPs. To close the loop on my earlier question: would you like a short unauthenticated pass before I put the allowlisting in place, so the perimeter gets genuinely exercised? Or would you rather start allowlisted throughout? Either is fine, I'll configure whichever you prefer, I just don't want the WAF quietly absorbing traffic and making coverage look better than it is.

Thanks, Olaf

On Mon, 31 Aug 2026 at 16:27, Luke Parry <pentest-delivery@help.getagency.com> wrote:

Hi Olaf,

Thank you for following up with this information. I can confirm that we have received your Pentest Intake Form.

I have sent the Pentest Work Order through Atlas to your inbox for review and signature. If you have not received the email from Atlas, please let me know and I can forward the Work Order directly to you.

I can also confirm that we have successfully accessed all of the provisioned and invited accounts. At this point, the only remaining prerequisite before we can begin scheduling the engagement and Pentest Report delivery date is the signed Pentest Work Order.

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If you have any questions or any other testing considerations you would like us to be aware of, please feel free to reach out.

Best,

Luke

*Luke Parry *I IT Support Specialist 11 S 12th Street, Ste. 307, Richmond, VA 23219
<https://www.google.com/maps/search/11+S+12th+Street,+Ste.+307,+Richmond,+VA+23219?entry=gmail&source=g> Phone: 804.445.3032 <(804)%20445-3032> luke@getagency.com | GetAgency.com <http://getagency.com/> [image: Sent from Front]

On August 31, 2026 at 10:51 AM EDT olaf@soon.works wrote:

Hi Luke,

Thanks for the clarification.

I submitted the intake form. A few things from our side:

ENVIRONMENT We're testing against production, which I understand is your standard. Please send the Work Order and I'll get it signed.

Tad's note mentioned an additional waiver for production testing, let me know whether that's a separate document from the Work Order or whether the Work Order covers it.

TEST ACCOUNTS All six accounts are created across two separate tenants, three roles in each. Details are in the form submission.

To access them, please use the password reset at <https://app.soon.works/forgot#>

- putting the address after the # prefills the form. We don't set or transmit passwords, so each account's credential is set by whoever claims it.

TWO REQUESTS

1. Source IPs — we run behind Cloudflare. Our suggestion is a short unauthenticated pass with no allowlisting first

2026-09-01 13:22 UTC — pentest-delivery@help.getagency.com

To: olaf@soon.works · Cc: tad@getagency.com, thomas@soon.works

Hi Olaf,

I can confirm that we have received your signed Pentest Work Order. I have scheduled your Pentest Report delivery date for September 29.

Based on the current timeline, active testing should begin sometime between September 14–21. The testing itself typically takes approximately 2–3 days to complete.

Since you mentioned an event that may affect the testing period, we would be happy to coordinate a more specific testing window to avoid any scheduling conflicts or potential impact on the environment. If there are particular dates you would prefer us to avoid, please let me know and I can coordinate those with our pentester.

I am also currently confirming with our pentesters how they would prefer the allowlisting to be configured. Once I receive clarification from the team, I will follow up with the appropriate information.

If you have any further questions regarding the engagement or timeline, please feel free to reach out.

Best,

Luke

Luke Parry | IT Support Specialist 11 S 12th Street, Ste. 307, Richmond, VA 23219 Phone: 804.445.3032 luke@getagency.com | GetAgency.com

--- original message ---

2026-09-01 13:43 UTC — pentest-delivery@help.getagency.com

To: olaf@soon.works · Cc: tad@getagency.com, thomas@soon.works

Hi Olaf,

Our pentester followed up with me and confirmed that we can proceed with allowlisting our provided source IP addresses, as there will be minimal external testing required during the assessment of the environment.

If you have any further questions regarding the engagement, please feel free to reach out.

Best, Luke

Luke Parry | IT Support Specialist 11 S 12th Street, Ste. 307, Richmond, VA 23219 Phone: 804.445.3032 luke@getagency.com | GetAgency.com

--- original message ---

To: pentest-delivery@help.getagency.com · Cc: tad@getagency.com, thomas@soon.works

Hi Luke,

Thanks, 29 September works.

For the window, could we take 21–23 September? Our restore drill and a couple of hardening items land in the two weeks before, and I'd rather your tester meets the finished state than a moving one. If 21–23 doesn't fit, anything from the 17th onward is fine; please avoid 14–16.

Understood, allowlisted throughout. One thing worth knowing: only the web front end (app.soon.works) and the marketing site sit behind Cloudflare. The production API hostname (soon-server-alb-production.soon.works) is served directly by AWS with no WAF in front, so the allowlist doesn't apply there and application-level rate limiting applies to everyone. If your tester hits 429s on the API, that's the app, not the edge.

Do you have a standard data processing agreement I can sign alongside the Work Order? Not a blocker for scheduling; I'd just like it on file before testing starts.

Thanks again!

On Tue, 1 Sept 2026 at 14:43, Luke Parry <pentest-delivery@help.getagency.com> wrote:

Hi Olaf,

Our pentester followed up with me and confirmed that we can proceed with allowlisting our provided source IP addresses, as there will be minimal external testing required during the assessment of the environment.

If you have any further questions regarding the engagement, please feel free to reach out.

Best, Luke

*Luke Parry *
IT Support Specialist 11 S 12th Street, Ste. 307, Richmond, VA 23219
<https://www.google.com/maps/search/11+S+12th+Street,+Ste.+307,+Richmond,+VA+23219?entry=gmail&source=g> Phone: 804.445.3032 <(804)%20445-3032> luke@getagency.com | GetAgency.com <http://getagency.com/> [image: Sent from Front]

On September 1, 2026 at 9:22 AM EDT pentest-delivery@help.getagency.com wrote:

Hi Olaf,

I can confirm that we have received your signed Pentest Work Order. I have scheduled your Pentest Report delivery date for September 29.

Based on the current timeline, active testing should begin sometime between September 14–21. The testing itself typically takes approximately 2–3 days to complete.

Since you mentioned an event that may affect the testing period, we would be happy to coordinate a more specific testing window to avoid any scheduling conflicts or potential impact on the environment. If there are particular dates you would prefer us to avoid, please let me know and I can coordinate those with our pentester.

I am also currently confirming with our pentesters how they would prefer the allowlisting to be configured. Once I receive clarification from the team, I will follow up with the appropriate information.

If you have any further questions regarding the engagement or timeline, please feel free to reach out.

Best,

Luke

**Luke Parry *I IT Support Specialist 11 S 12th Street, Ste. 307, Richmond, VA 23219
<https://www.google.com/maps/search/11+S+12th+Street,+Ste.+307,+Richmond,+VA+23219?entry=gmail&source=g> Phone: 804.445.3032 <(804)%20445-3032> luke@getagency.com I
GetAgency.com <http://getagency.com/>*

On September 1, 2026 at 7:31 AM EDT olaf@soon.works wrote:

Hi Luke,

Signed Work Order returned via Atlas.

One note on data handling: as mentioned the test runs against production, so while both test tenants hold only synthetic data, isolation testing could surface real customer records. Please have the tester stop and report rather than enumerate if that happens, and retain nothing. If you have a standard DPA covering this, I'll gladly sign it alongside the Work Order.

Two things still open from my side:

Now that the Work Order is in, could you confirm the expected start date and report delivery date? We have one internal precondition to close first, a database restore drill, so the pre-test snapshot is a proven rollback rather than an untested one, and it would help to line the two up. If there's flexibility, we'd prefer a start at least two weeks out.

Tha

2026-09-02 15:40 UTC — pentest-delivery@help.getagency.com

To: olaf@soon.works · Cc: tad@getagency.com, thomas@soon.works

Hi Olaf,

We can absolutely accommodate September 21–23 as your testing window. Those dates align well with the current Pentest Report delivery schedule, so I will make a note for our pentester to conduct the

assessment during that period.

Regarding the allowlisting, I will also include the information you provided in our notes for the pentester to reference during the engagement.

I am currently reviewing the Data Processing Agreement request with our internal team, as I am not yet certain whether this is a document we provide as part of the pentest engagement. I will follow up as soon as I receive clarification or an appropriate solution from the team.

If you have any questions in the meantime, please feel free to reach out.

Best,

Luke

Luke Parry | IT Support Specialist 11 S 12th Street, Ste. 307, Richmond, VA 23219 Phone: 804.445.3032 luke@getagency.com | GetAgency.com

--- original message ---

2026-09-03 14:41 UTC — pentest-delivery@help.getagency.com

To: olaf@soon.works · Cc: tad@getagency.com, thomas@soon.works

Hi Olaf,

I was able to confirm with our internal team that a Data Processing Agreement is not something we provide as part of the engagement.

The contractual documentation we can provide includes the signed Pentest Work Order and the MSA that was executed when your organization initially onboarded with Agency.

At the conclusion of the engagement, we will also provide the completed Pentest Report. Additionally, we can provide a Letter of Attestation if you are interested in receiving one. The Letter of Attestation provides a high-level overview of the assessment, including the scope, testing period, and methodology.

If you have any questions regarding the available documentation, please feel free to reach out.

Best,

Luke

Luke Parry | IT Support Specialist 11 S 12th Street, Ste. 307, Richmond, VA 23219 Phone: 804.445.3032 luke@getagency.com | GetAgency.com

--- original message ---