



How Just Eat Takeaway.com's bug bounty program delivers continuous security visibility



JUST EAT
Takeaway.com

Industry:
Food order and delivery

Founding date:
2000

Number of employees:
10,000+

Headquarters:
Amsterdam, Netherlands

Website:
justeattakeaway.com

The situation

Just Eat Takeaway.com (JET) is a Dutch multinational online food ordering and delivery company operating across Europe and North America. Formed from the 2020 merger of Just Eat and Takeaway.com, the company serves millions of customers through brands including Takeaway.com, Lieferando, SkipTheDishes, and others. As a result, JET has a complex technology ecosystem and sizeable attack surface spanning APIs, payment systems, mobile applications, and web platforms.

Securing this attack surface is a top priority for the company. **"A critical part of our mission is to provide secure platforms for our customers, partners, and colleagues alike,"** says Ivan Iushkevich, Lead Application Security Engineer at JET. "That starts with ensuring we have full visibility of our attack surface across our technology estate."



Key takeaways

300%

increase in program engagement

50%

reduction in response time for submissions

563

vulnerabilities identified and rewarded



The challenge

JET had been operating for 18 years before launching a bug bounty program. The company already had many internal processes, tools, and strategies in place as part of its security approach. However, as they grew, they recognized that their testing methods couldn't provide complete visibility across their diverse, expanding technology surface. They knew they needed additional eyes on their systems to properly safeguard their ecosystem.

Additionally, they needed a solution that could scale up and down with their growth while providing continuous reassurance to

external stakeholders. That's why they turned to crowdsourced security, specifically bug bounty programs. "We decided to launch the bug bounty to maximize threat visibility and further enhance our defense-in-depth strategy, which also provides security assurances to our stakeholders," Ivan shares.



The Bugcrowd solution

In 2019, JET decided to partner with Bugcrowd to launch its first managed public bug bounty program. "The flexible nature of the Bugcrowd Platform allows us to shape our strategy and continue to meet stakeholder expectations," Ivan explains. This flexibility also allowed JET to scale its security initiatives by spinning up additional programs, like vulnerability disclosure programs. Through the Bugcrowd Platform, JET has been managing them all in one place.

When creating the bug bounty engagement, the JET team focused on making the relationship work for both hackers and internal stakeholders. "We are really proud of the cross-team collaboration we've fostered, along with new processes for efficiently managing the life cycle of each report," Ivan explains. "When it comes to hackers, we have made it simple and clear for them to understand our platform perimeter so they can focus their efforts on finding vulnerabilities."

This setup enabled JET to fully tap into Bugcrowd's diverse global community of hackers, helping the team properly safeguard their attack surface. Each hacker brings

different skills and areas of expertise, from payment system expertise to business logic analysis. **"Thanks to Bugcrowd's wide reach, we have been able to access a huge pool of hackers who are equipped to test the long list of technologies JET uses,"** Ivan affirms.

After six successful years of running the program, the team saw an opportunity to get even more value from it. In 2025, the team further improved collaboration by building a workflow for reports, with clearly defined expectations and daily reviews. "We've halved the response time for submissions, which helps us achieve a frictionless experience with our community, leaving no hacker waiting around!" Ivan exclaims.

Looking back on their partnership, JET is really proud of having built a system that really works. "The gears are really turning seamlessly, from report submission all the way to final verification of remediation," Ivan says.



The outcome

Over the program's lifetime, JET's bug bounty program has evolved into a core component of the company's defense strategy. The program has led to the discovery of almost 600 vulnerabilities over seven years, with \$100,000 in bounties paid to hackers in 2025 alone. The team has refined their program to be more user-friendly, communicative, and responsive, which has led to a 300% engagement increase over the past year. Ivan further adds, **"We receive a variety of submissions, many of which give us valuable insights into the 'dark corners' of our technology estate."**

The program has also strengthened JET's security culture by highlighting issues the team might otherwise miss. For example,

hackers repeatedly identified takeovers of orphaned hosts and domains across the company's many applications. In response, the team incorporated bug hunter techniques and added new guardrails to address the root cause.

But more than anything, collaborating with the Bugcrowd hacker community has upskilled the team. **"Working with the community gives us additional security opinions, different perspectives, and a broader view of our controls,"** Ivan adds. "It supports our defense-in-depth strategy and helps us keep up with fast-changing security threats."

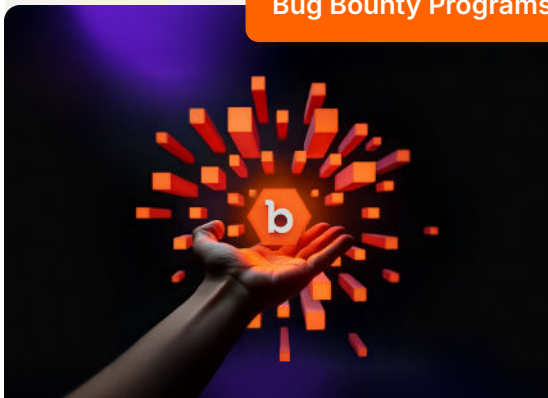
Success snapshot

- ✓ Discovered over 500 vulnerabilities across payments, APIs, and applications
- ✓ Built a frictionless hacker experience, with a 50% reduction in response time
- ✓ Scaled security visibility with a 300% increase in program engagement over the past year
- ✓ Provided engineering teams with valuable insights into the "dark corners" of their systems.

Products involved

Vulnerability Disclosure Programs

Bug Bounty Programs



About Just Eat Takeaway.com

→ justeatakeaway.com

Just Eat Takeaway.com is one of the world's leading global on-demand delivery companies.

Headquartered in Amsterdam, the Company is focused on connecting consumers and Partners through its platforms. With 362,000 connected Partners, Just Eat Takeaway.com offers consumers a wide variety of choices from restaurants to retail.

Just Eat Takeaway.com has rapidly grown to become a leading online food delivery marketplace with operations in Austria, Belgium, Bulgaria, Canada, Denmark, Germany, Ireland, Israel, Italy, Luxembourg, Poland, Slovakia, Spain, Switzerland, the Netherlands and the United Kingdom.