

Executive Order on online casinos¹

Pursuant to § 36(2), § 41(1) and § 60 of the Gambling Act, cf. Consolidated Act No 1303 of 4 September 2020, as amended by Act No 467 of 8 May 2024, the following is established:

Chapter 1

Applicability

- § 1. This Order shall apply to the operation of online casinos, cf. § 18 of the Gambling Act.
- (2). Licences for the offering of guessing competitions through SMS issued under § 18a of the Gambling Act are not covered by the Executive Order.
- (3). §§ 11, 21 and 23, § 33(1), § 35(1) and §§ 36 and 37 shall not apply to permits issued under § 18(3) of the Gambling Act.

Chapter 2

Registration of players

- § 2. To participate in online casinos, a player must be registered as a customer of the licence holder. ‘Licence holder’ means a person in possession of a licence to operate an online casino.
- (2). Only natural persons may be registered as customers.
- (3). The licence holder shall have knowledge of the customer in accordance with paragraphs (4) to (6) and § 3, including requiring the customer to identify himself as part of the registration.
- (4). The licence holder shall obtain information concerning the customer’s identity, including name and Civil number (CPR number), or other similar information if the person in question does not have a Civil ID number. The information obtained shall be confirmed by means of the necessary documentation. The scope of the documentation shall be determined on the basis of a risk analysis, so that the licence holder is sure that the customer is the person who the customer claims to be.

¹ The Executive Order contains provisions that have been notified as a draft in accordance with Directive (EU) 2015/1535 of the European Parliament and of the Council laying down a procedure for the provision of information in the field of technical regulations and of rules on Information Society services (codification).

(5). The licence holder shall make registration as a customer conditional upon the customer acting exclusively on their own behalf.

(6). In the event there is doubt as to whether information obtained previously concerning the customer's identity is adequate, further proof of identity shall be requested.

§ 3. The identity verification procedure shall take place when the licence holder establishes the customer relationship, and no later than when the first payment is made; see, however, § 6.

Chapter 3

Storage of identity information, etc.

§ 4. The licence holder shall store the identity and control information concerning a registered player covered by this Executive Order (cf. Chapter 2) for at least 5 years after the end of the customer relationship.

(2). Documents and records relating to customer transactions shall be kept so that they can be found together for at least 5 years after the transactions are made.

(3). Should the licence holder cease activity, the last functioning management shall ensure that the identity information etc. continues to be stored in accordance with paragraphs 1 and 2.

Chapter 4

Game account and payments

§ 5. The licence holder shall create a game account for a registered player.

(2). The licence holder must, as the minimum, give the customer access to information about the gambling account's balance, gambling history (including stakes, winnings and losses), deposits and withdrawals and other transactions related thereto. The information shall be available to the player on the gambling account for at least 90 days.

(3). The licence holder shall, at the request of the player, provide account statements for all transactions on the gambling account.

(4). The licence holder shall not charge players any inactivity fees.

§ 6. Until the licence holder has checked the information mentioned in § 2, only a temporary gambling account can be opened for the player, see paragraph 5, however.

(2). If the player has provided false information in connection with the registration or if, after a request from the licence holder, the player has not submitted the necessary documentation for the correctness of the information within 30 days, the licence holder shall close the temporary gambling account.

(3). No payments can be made from a temporary gambling account to the player.

(4). A player may deposit no more than DKK 10,000 into a temporary gambling account.

(5). A temporary gambling account cannot be set up for a player who is listed in the register of self-excluded persons, cf. § 24.

§ 7. The licence holder shall ensure that an electronic identifier is used in the following situations:

1) When creating a gambling account.

2) First login to a gambling account from a new entity, without prejudice to (5).

3) Change of information as referred to in § 2(4), without prejudice to (5).

(2). The electronic ID shall be an electronic ID from a Danish national identification scheme or an electronic ID approved by the Danish Gambling Authority. The assurance level for the use of an electronic identifier shall be significant or higher.

(3). The licence holder shall ensure that an electronic ID as referred to in (2) or strong customer authentication in accordance with the Payments Act is used in the case of cash receipts and payments from a game account, as well as in the event of a change of payment instrument.

(4). The licence holder shall check to ensure that the digital signature used matches the player registered pursuant to § 2.

(5). Paragraphs 1 and 4 do not apply if the player has been registered as a customer without a personal ID number in accordance with § 2.

(6). The licence holder shall ensure that, in the absence of an electronic identifier as referred to in (5), the player is properly identified.

§ 8. Licence holders may only receive payments into a gambling account from a payment services provider that provides such services legally in Denmark pursuant to the Act on Payments.

(2). Cash deposits cannot be accepted.

§ 9. Amounts paid by the player shall be credited to the player account immediately after the licence holder has received the deposit.

(2). Winnings shall be credited to the player account immediately.

§ 10. The licence holder shall not allow transfers of money, tokens, etc. between player accounts.

§ 11. The funds on a player's player account are entrusted funds that shall be deposited on a setoff-free account held at a financial institution etc. that shall be kept separate from the licence holder's own funds, and which only the licence holder shall have at its disposal. The funds from the account can only be paid out to the player and shall therefore not be used to cover claims against the licence holder. The funds shall be safeguarded in case of insolvency etc. of the licence holder.

(2). The funds in the setoff-free account shall at all times at least equal the total amount on the players' player accounts.

§ 12. §§ 5-11 do not apply to online bingo provided via television.

(2). 'Television' is understood to mean a station broadcasting digital terrestrial television or transmitting via cable or satellite, which has a programme and broadcasting licence or is registered with the Radio and Television Board.

§ 13. Licence holders that provide online bingo via television may only receive payments from a payment services provider that provides such services legally in Denmark pursuant to the Act on Payments.

(2). A gambling account, cf. § 5(1), cannot be used for deposits and withdrawals in online bingo provided via television.

Chapter 5

Information for players

§ 14. All information which the licence holder is required to make available to the player in accordance with the provisions laid down in the Act on Gambling and associated regulations must be available in Danish on the licence holder's website. It shall be possible for all other communication between players and the licence holder to be in Danish.

§ 15. The licence holder's website or user interface shall:

- 1) state that it is not permitted for persons under the age of 18 to participate in gambling,
- 2) information shall be provided on responsible gambling and the potential harmful effects of gambling. The information must be prepared in cooperation with a treatment centre for gambling addiction,
- 3) provide access to a self-administered test for gambling addiction,
- 4) information on and contact addresses for Danish treatment centres for gambling addiction shall be provided,
- 5) reference is made to the Danish Gambling Authority's helpline for responsible gambling, and
- 6) information shall be provided on the possibility of registering in the register of self-excluded players, cf. § 24.

(2). The information in (1) shall be placed in a prominent area on the licence holder's website or user interface and must be accessible from all pages on the website.

(3). The homepage of the licence holder's website or user interface shall indicate that the licence holder is licensed and supervised by the Danish Gambling Authority.

(4). Access to the website of the Danish Gambling Authority shall be provided.

§ 16. On their webpages or user interface, licence holders shall use the Danish Gambling Authority's labelling scheme.

(2). The Danish Gambling Authority's label must be placed on the front page of the licence holder's website. The label shall be clearly visible to players on the other pages of the website.

(3). The licence holder shall at all times use the most recently released version of the label that has been developed by the Danish Gambling Authority. The licence holder shall not alter the design, proportions or colours of the label.

(4). The label may not be used in a way that gives the impression that the Danish Gambling Authority is a co-organiser or sponsor.

(5). The label shall not be used by the licence holder's business partners or other parties who are not licensed by the Danish Gambling Authority.

§ 17. A clock must be provided on the licensee's website to enable the player to know the time spent on the game page. The clock must be visible to the player at all times.

§ 18. Licence holders that provide online bingo via television and do not have a website shall make the information stated in § 14(1), point 1, § 15(1) and (3) available to the player by other means.

(2). As part of the broadcast, licence holders shall inform the player of the age requirement, see § 15(1), no. 1 and of the licence and supervision, see § 15(3), as well as where the additional information referred to in §§ 14 and 15 can be found.

(3). § 17 shall not apply to online bingo offered via television.

Chapter 6

Online bingo

§ 19. When providing online bingo, the following conditions shall be met:

- 1) The bingo card shall consist of five times five fields and 25 numbers or symbols, four times four fields and 16 numbers or symbols, or three times nine fields and 15 numbers or symbols. The drawing is carried out with 75, 80 or 90 numbers or symbols respectively.
- 2) The printed numbers or symbols are drawn and called out one at a time.
- 3) The player shall have an option to manually mark (dabbing) the printed numbers or symbols at all times.

(2). The player may not choose the combination of numbers or symbols on the bingo card. This does not prevent the player from choosing between already compound bingo cards.

(3). The licence holder shall ensure that the presentation of extracted numbers or symbols takes place at a minimum interval of 3 seconds.

(4). The game shall end when the first bingo card has been completely filled.

(5). The purchase of bingo cards must, with the exception of online bingo provided via television, be possible no earlier than 30 minutes before the game starts.

§ 20. When offering online bingo via television:

- 1) the value of each win must not exceed DKK 25,000,
- 2) The total sales amount may not exceed DKK 200,000 per day.
- 3) the player's bet must not exceed DKK 350/day, and
- 4) the return percentage must not exceed 45.

Chapter 7

Responsible Gambling

§ 21. A player shall set a deposit limit before gambling can commence. The player shall be able to choose whether the deposit limit is to be daily, weekly or monthly. The amounts of deposit limits, with the exception of an upper deposit limit, shall not be predetermined by the licence holder.

(2). A player's request for an increase of a previously fixed deposit limit shall not come into force until after 24 hours have passed.

§ 22. The licence holder shall familiarise itself with the players' gambling patterns and shall take measures to prevent and pre-empt players from developing problematic gambling behaviour and gambling addictions.

(2). The licence holder shall have written internal rules and procedures on responsible gambling for the purpose of preventing and pre-empting problem gambling and gambling addiction, which includes control and communication procedures with players who exhibit problematic gambling behaviour, obligations to call attention to and keep records of such, retention of information on players' gambling behaviour and player risk assessments.

(3). The licence holder shall retain information on players' gambling behaviour and the player risk assessments for 5 years.

(4). The licence holder shall also have training and instructional programmes for relevant employees for the purpose of preventing and pre-empting problem gambling and gambling addiction.

(5). Licence holders shall endeavour to ensure that employees engaged in contact with players or analyses of players' gambling behaviour are made aware of and apply the internal rules cf. (2).

§ 23. The licence holder shall make a function available to the player that allows the player to request temporary or permanent exclusion from the licence holder's games. The licence holder shall ensure that the player cannot enter into new games after they have requested exclusion.

(2). Temporary exclusion shall not be for less than 30 days, but the player shall have the opportunity to choose a short break from gambling for 24 hours (cooling off period). A temporary exclusion and short break from gambling mean that the player's gambling account is deactivated during this period.

(3). Permanent exclusion of a player means that the licence holder shall close the player's account and terminate the customer relationship. The player may only register as a player again, cf. § 2, 1 year after the closure of the gambling account.

(4). If a player has self-excluded from participation in a licence holder's games, the licence holder shall inform the player about the opportunity for counselling and treatment offers for gambling addiction at a Danish treatment centre.

§ 24. The Danish Gambling Authority shall keep a register of players who voluntarily want temporary or permanent exclusion from gambling with all licence holders. A player may be registered in the register on the Danish Gambling Authority's website or by contacting the Danish Gambling Authority. The player shall explicitly consent to registration in the register.

(2). The processing of personal data in the register is carried out on the basis of the Danish Gambling Authority's exercise of authority in accordance with § 6(1)(e) of the General Data Protection Regulation.

(3). The Danish Gambling Authority can specify the durations of various temporary exclusions between which players can choose.

(4). A player who has been registered in the register as temporarily excluded, cf. (1), cannot delete or cancel their registration during the selected exclusion period.

(5). A player who has been registered in the register as permanently excluded may at any time, but at least one year after registration in the register, request the Danish Gambling Authority to delete them from the register. In order to carry out such a deletion, the player must confirm the deletion request as early as 7 days after and within 30 days of the request being made.

(6). Players registered in the register on or after 1 January 2020 shall not receive marketing material from licence holders during the exclusion period.

(7). Paragraphs 1-6 do not apply to persons who in accordance with § 2(4) have been registered as customers without a Civil ID number.

§ 25. Licence holders shall provide information on the possibility of registration in the register of self-excluded players on the Danish Gambling Authority's website (see § 24) and shall provide access to the register.

(2). When setting up a new player, the licence holder shall consult the register in order to ensure that the player in question is not registered in the register. If a player is registered in the register, the setting up of the player must be refused by the licence holder.

(3). When the player logs onto the gambling system, the licence holder shall consult the register to ensure that the player has not been recorded in the register. If a player is recorded in the register, they shall be refused permission to play.

(4). Should a licence holder become aware that a player is recorded in the register as permanently excluded, the licence holder shall close the player's gambling account and terminate the customer relationship.

(5). No sooner than 24 hours before a licence holder issues marketing material to a player, the licence holder shall consult the register to see if the player is recorded in the register. If the player is recorded in the register, the licence holder shall not send marketing material to them.

(6). Paragraphs 1–5 do not apply to persons who in accordance with § 2(4) have been registered as customers without a Civil ID number.

§ 26. § 21 and § 25(3) and (4), do not apply to online bingo provided via television.

(2). The licence holder providing online bingo via television must, in connection with the broadcast, inform the player that:

- 1) it is possible to have himself/herself excluded from participation in the game, cf. § 23(1), and that
- 2) the Danish Gambling Authority shall keep the register referred to in § 24(1).

Chapter 8

Marketing

§ 27. The licence holder shall take measures to avoid sending marketing material to players who have excluded themselves from participation in the licence holder's games temporarily or permanently, cf. § 23.

§ 28. The licence holder shall clearly and clearly indicate in the placing on the market:

- 1) the age limit for the game,
- 2) the Danish Gambling Authority's responsible gambling for helpline; and
- 3) the possibility of self-exclusion in the register of self-excluded players, cf. § 24.

(2). The licence holder shall use the Danish Gambling Authority's labelling scheme in marketing. The label shall be clearly visible. § 16(3) and (4) shall apply *mutatis mutandis*.

(3). The information in (1) and on the label cf. (2) shall also be found on licence holders' webpages that are directly associated with the marketing in question.

Chapter 9

Promotional measures

§ 29. Should a licence holder offer the player a sales promotion in connection with the provision of games, all the conditions shall be explained in a clear and simple manner within the immediate context of the offer. Fulfilment of a sales promotion agreement shall occur immediately when the conditions are satisfied.

(2). A sales promotion shall not have a value or average value of more than DKK 1,000. The value shall be calculated at the time the sales promotion is awarded. For winnings other than cash winnings, the value shall be calculated from the market value.

(3). A requirement for wagering in games in order to obtain a sales promotion shall be equal to 100 per cent of the value of the awarded sales promotion, without prejudice to (2).

(4). Wagering requirements attached to a sales promotion shall not exceed 10 times the value of the stake in the game, combined with the amount awarded, without prejudice to (5).

(5). For commission-based games, wagering requirements attached to the sales promotion may not exceed half of the commission paid by the player.

(6). Winnings made with promotions shall not be subject to wagering requirements.

(7). If wagering requirements are attached to the sales promotion offer, an example shall be provided, in the currency in which the game is played, of the amount needed to be wagered before any winnings can be paid out. The example shall be provided in a clear and simple manner within the immediate context of the offer.

(8). Games that can be used to qualify for a sales promotion shall contribute 100 percent to fulfilment of the wagering requirement.

(9). The player shall have at least 60 days to meet any conditions associated with the payment of a sales promotion.

§ 30. The sales promotion may not be given to individual players on terms that differ from offers given to other players, but must be offered to all players who play within the same determined amount range or who meet another criterion. The amount range or other criterion must be set so that the sales promotion is offered to at least 100 players.

(2). A player's inactivity with the licence holder shall not be a selection criterion for the award of sales promotion offers.

Chapter 10

Suspension and closure of means of identification and player account

§ 31. When closing a gambling account, the licence holder shall pay the balance from the player's gambling account to the player as quickly as possible and no later than 5 working days after closing the account. No fee shall be charged for closure.

(2). When closing a temporary gambling account on the basis of § 6(2), only the remaining deposited funds on the account may be returned to the player. Any winnings shall be retained by the licence holder.

(3). When closing a player account at the request of the licence holder, the licence holder shall send a reasoned decision with documentation to the player. A copy of the decision shall be sent to the Danish Gambling Authority.

§ 32. In case of suspension of a means of identification or a player account, the licence holder shall make a decision on the matter within a reasonable time. During the suspension period, the player cannot close his game account. The player shall be duly informed of the final decision when it is made.

(2). The licence holder shall send a reasoned decision with documentation to the player. A copy of the decision shall be sent to the Danish Gambling Authority.

Chapter 11

Gambling systems

§ 33. The licence holder shall comply with the technical requirements for control systems and gambling systems that follow from Annex 1.

(2). Gambling suppliers shall comply with the requirements for the registration of games in the game portal, internal controls and organisation set out in Annex 2.

§ 34. The licence holder shall give the Danish Gambling Authority access to carry out adequate control of the gambling system, meaning IT equipment used for the provision of betting, cf. Annex 1, by means of remote access or similar.

(2). The Danish Gambling Authority may approve that the requirement of remote access may be waived if the licence holder has permission to provide gambling in another country where a public authority supervises the licence holder's provision of gambling and this supervisory authority has entered into an agreement with the Danish Gambling Authority on the supervision of the licence holder's provision of gambling in this country.

(3). The Danish Gambling Authority may at any time require full or partial tests and inspections in accordance with the Danish Gambling Authority's certification programme of gambling and business systems used for the offering of games after a licence covered by § 18(3) of the Gambling Act.

§ 35. The licence holder's gambling systems, business procedures and business systems shall be certified by an accredited testing company before the gambling system is used to operate an online casino. The Danish Gambling Authority may impose requirements for the certification.

(2). Gambling suppliers' random generator, games and business processes must be certified by an accredited testing company before a random generator and game can be supplied to a licence holder. The Danish Gambling Authority may impose requirements for the certification.

(3). The Danish Gambling Authority may impose requirements with regard to how testing companies are to be accredited.

(4). For a licence issued pursuant to § 18(3) of the Gambling Act, a certified random generator shall be used for the settlement of games. Alternatively, the random generation shall be documented in the form of a declaration made by an independent party. The Danish Gambling Authority may impose requirements for the certification.

(5). For licences issued pursuant to § 18(3) of the Gambling Act, the gambling system must ensure that at least 3 seconds pass between each instance of a given game. Settlement means the time from the start of the game until the result is presented to the player.

§ 36. When a gambling system, random number generator or game is certified, the Danish Gambling Authority may at any time order the licence holder and game provider to carry out further testing, verification and certification of the gambling system, the random number generator or game.

§ 37. The licence holder shall keep all data on the provision of gambling in the gambling system for at least 5 years.

Chapter 12

Appeals

§ 38. The licence holder shall process complaints from players regarding the licence holder's provision of gambling. A complaint shall contain information about the player's

identity and the grounds for the complaint. The complaint may be rejected if the requirements are not satisfied.

(2). The licence holder shall process the complaint as soon as possible. If the complaint is not settled within 14 days, the licence holder shall inform the player when they may expect a decision in the case.

(3). The licence holder shall store documents involved in complaint cases, including documents in cases of rejected complaints, for at least 2 years. These shall be forwarded to the Danish Gambling Authority on request.

Chapter 13

Penalties

§ 39. Unless a more severe penalty is warranted under other legislation, a person who intentionally or through gross negligence violates § 2(1), point 1 or (2)–(6), §§ 3–6; § 7(1)–(4) and (6), §§ 8–11, §§ 13–23, § 25(1)–(5), § 26(2), §§ 27–30, § 31(1) and (3), § 32(2); § 33, § 34(1), § 35(1), point 1 or (2) point 1, § 37; and § 38(1), point 1 or (2), point 3 shall be punished by a fine.

(2). Entities etc. (legal persons) may be held criminally liable in accordance with the regulations in Chapter 5 of the Penal Code.

Chapter 14

Entry into force

§ 40. This Act shall enter into force on 1 July 2025.

(2). Executive Order No 1274 of 29 November 2019 on online casinos is repealed.

Ministry of Taxation, [date]

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Technical requirements for materials

A. Introduction

This document sets out the technical requirements for offering gambling in Denmark that must be fulfilled by a licence holder, including security for the control database and requirements on accessibility and internal controls, business procedures and organisation.

B. Abbreviations and definitions

SAFE: The data storage that the licence holder must establish to store the gambling data on which the Danish Gambling Authority imposes requirements for use in relation to controls.

RNG: Random Number Generator.

Gambling system: Electronic or other equipment used by or on behalf of the licence holder for the offering and operation of online casinos, including equipment which:

1. Is used for storing information relating to customers and customer participation in games, including historical data and result information.
2. that produces and/or presents games to the player; or
3. determines and stores the outcome of a game, or calculates whether the player has won or lost a game.

SAFE is not part of the gambling system.

FTPS: File Transfer Protocol SSL.

SSL: Secure Sockets Layer.

XSD: XML Standard Definition.

XML: Extensible Markup Language.

Gambling portal: The Danish Gambling Authority's system in which game providers must upload RNG and game certificates and licence holders must record which games they offer.

C. Overall system complex for use in gambling control

The overall system complex consists of the licence holder's gambling system, the licence holder's data store (SAFE), a security system (Tamper Token) and a record of voluntarily excluded players (ROFUS).

1. SAFE is the licence holder's own data store (a file server), where the licence holder can store data for all games played by the licence holder. All licence holders shall establish a data repository (SAFE). The gambling authority must be able to obtain online access to data storage by the licence holder.

2. Tamper Token. The Danish Gambling Authority implements a security system which is to be used for a Tamper Token. The purpose of Tamper Token is to ensure that gambling data which the licence holder stores in SAFE in the form of Standard Records are not changed while they are stored in SAFE. The Danish Gambling Authority will set up a server to issue the token, which will be issued to the licence holder on a daily basis. The frequency may be adjusted after a specific assessment. The licence holder must implement a function that meets the Danish Gambling Authority's specifications to generate an identification code on the basis of the gambling data saved and the token issued. The identification code must be reported back to the Danish Gambling Authority before the token in question expires. The licence holder will communicate with the Tamper Token system via web services.

The Danish Gambling Authority's Tamper Token also deals with the following:

- The creation of tokens used to calculate identification codes.
- The storage of identification codes for subsequent checks.
- Continuous checks to ensure that the period for termination of tokens is complied with.
- Verification that a series of gambling data obtained has not been modified in relation to the identification code received.

It is a requirement for the licence holder to be able to deal with a modified token frequency when a new token is issued.

3. Register of voluntarily excluded players (ROFUS) is a register of all players in Denmark who have voluntarily wished to exclude themselves, either temporarily or permanently, from being able to play online games in Denmark. The register is kept by the Danish Gambling Authority, which is responsible for maintaining it. The licence holder

must connect to the register and ensure that players in the register cannot play on the licence holder's gambling system. The licence holder's communication with the ROFUS system takes place via web services.

The licence holder must inform the Danish Gambling Authority of errors in SAFE as soon as possible.

D. Requirements for gambling data (Standard Records)

The licence holder must save gambling data in SAFE in XML files with fields and with a frequency published by the Danish Gambling Authority. The following division is used:

- EndOfDay;
- PokerTournament;
- PokerCashGame
- Casino games
- Jackpot

For game types that fall outside the above division, it is agreed with the Danish Gambling Authority how game data should be stored in SAFE. This must be done before the game is offered.

The Danish Gambling Authority will publish a technical description of the format in which gambling data is to be sent to SAFE (Standard Record). The technical description includes conceptual models and field definitions. The description also includes a group of XSD files that must be respected when gambling data is stored in SAFE.

E. Requirements for SAFE

E.1 Licence holder's data repository

The licence holder shall set up a data store to store gambling data.

The licence holder must transfer and save gambling data in SAFE in accordance with the Standard Records (information regarding data structures). The licence holder shall store gambling data in SAFE for the last 12 months and store archived game data for a further 48 months on a digitally readable medium.

Data transfer between the licence holder's SAFE and the Danish Gambling Authority's control system shall be made via the internet with FTPS at a minimum speed of 8 Mbit/s.

The licence holder shall ensure that the connection is appropriate for an unproblematic transfer of gambling data.

E.1.1 Technical Requirements for SAFE

- SAFE shall be set up on a separate server that is physically removed from the game system of the licence holder.
- Gambling data in SAFE must be separated logically and properly from any other data.
- The licence holder shall provide the necessary backup of all game data. SAFE and the backup of SAFE must be geographically separated. Similarly, data storage on digitally readable media must be geographically separated from backup of the data.
- SAFE shall fulfil IT security requirements before it is taken into use as a data store at least at the minimum corresponding level as for the licence holders gambling system pursuant to the Executive Order on online casinos.
- The licence holder must ensure that the Danish Gambling Authority has online access to retrieve gambling data from SAFE.
- The licence holder must establish access to SAFE via secure access (FTPS).
- The folder structure in SAFE must be designed in accordance with the structure specified by the Danish Gambling Authority, cf. § E 3, "Folder structure in SAFE and naming of Standard Records";
- Gambling data in SAFE shall be stored in accordance with the specified Standard Records, cf. § D "Requirements for gambling data (Standard Records)".
- The licence holder must document the fact that SAFE complies with the stated requirements.
- The licence holder must prepare operational documentation for SAFE, including documentation for any necessary operating environments, operating procedures and routines, backup systems and error management.
- All documentation must be provided in Danish. However, technical specifications of a general nature may be provided in English.
- Documentation must be made available electronically upon request (e.g. by mail, USB stick, CD-ROM, DVD) to the Danish Gambling Authority without delay and never later than 2 working days.
- All documentation shall be provided in a format that can be handled by the Danish Gambling Authority and that can be read in Microsoft Office or Adobe Reader.
- The documentation shall be updated continuously and at least at each release. Updated documentation must accompany every release and describe the basis for the release.

- SAFE availability per month:

Accessibility	98.50 %
Incident reaction time	Before 1 hour, Monday – Friday, in the period 08.00 – 17.00 (Danish time).

Response time	The average response time for login must be less than 10 seconds.
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- SAFE service windows:

Type of window	Service window	Duration	Notice - use of service window
Standard changes, patching, etc.	Once daily from Monday to Friday 17:00 – 06:00 and Saturday to Sunday 00:00-23:59	120 min	5 working days' notice
Major updates	0-4 times per month during the period Saturday 00:00 – Monday 05:00	20 hours	10 working days' notice
Reorganisation of environments, architecture and services	4 times per year during the period Saturday 00:00 – Monday 05:00	24 hours.	15 working days' notice
Critical emergency updates	To be agreed	To be agreed	Before commencement of the task

- Incidents (events):

Incident (type)	Resolved within
> 95.5 % of incidents are solved within the time limits specified below. Measured per month. Separate deadlines are to be agreed for the remainder.	
Urgent (blocking)	6 hours
Intermediate (work-around is found for the circumstances)	2 working days
Normal (inconvenience that requires a minor work-around)	4 working days

The licence holder shall report any incidents through the Danish Gambling Authority's incidence reporting system. The requirements and information relating to them will be published on the Danish Gambling Authority website;

- The licence holder is responsible for the operation of SAFE.
- If SAFE is inaccessible, gambling data must be collected and saved in SAFE once it is accessible again.

E. 2 Transfer of gambling data from the gambling system to SAFE

The licence holder must transfer and save gambling data in SAFE in accordance with the Standard Records (information regarding data structures). It is the licence holder's responsibility and duty to secure such data transfers.

The Danish Gambling Authority must be able to transfer gambling data, where required, from SAFE to the Danish Gambling Authority's own data store, for control purposes. Such transfers must be made over the Internet using FTPS, and the validity of the data must be checked using a Tamper Token.

E. 3 Folder structure in SAFE and naming of Standard Records

The licence holder shall build the folder structure in SAFE and name Standard Records based on the following structure:

Level 1: The top folder must be named "folder structure-

Level 2: Folder named "Zip".

Level 3: This has folders for each day, named according to the date in the format YYYY-MM-DD.

Level 4: There are a number of zip files here, each relating to one token. There are also folders for those tokens that are not yet closed. A folder that is not yet closed is named "SpilCertifikatIdenti-fikation-TamperTokenID". The zip file that contains the folder is named: SpilCertifikatIdentifikationTamperTokenID.zip.

GamingCertificateIdentification-TamperTokenID.zip. SpilCertifikatIdentifikation is a unique identification of the licence holder assigned by the Danish Gambling Authority. The TamperTokenID is a unique identification of an individual Tamper Token.

Level 5: Folders shall be created in accordance with the content of each zip file. They are named, for example, “EndOfDay”, “Jackpot”, “CasinoSpil”, “PokerCashGames” and “PokerTurnering”,

Level 6: Folders shall be created for the relevant dates, named after the date in the format YYYY-MM-DD. The individual Standard Records are placed at this level or level 7 and placed in the folder matching the date when the file is created.

Level 7: It is possible to create subfolders with time intervals in the format HH.MM-HH.MM. MM- HH. MM.

In relation to all other game types, the files must be placed in the folder where they are expected to be completed. The naming of folders and Standard Records must meet the Danish Gambling Authority's specifications.

Gambling data must continuously be zipped as stated in the folder structure, and a zip file must be created for every Tamper Token. Each and every zip file must contain precisely the gambling data packaged up with the corresponding Tamper Token.

F. Continuous monitoring of compliance with permit requirements

F. 1 Requests for gambling data

The licence holder must, on request, be able to provide archived gambling data from the digitally readable media mentioned in § E.1 to the Danish Gambling Authority within five working days.

F. 2 Requesting other information

In addition to the data mentioned in § E 1, the licence holder must be able to generate information from his gambling system and any associated systems, including e.g.:

- Information on interactive games, such as the cards played in poker. Regardless of whether gambling occurs via a network where players participate from several different gambling providers, the Danish Gambling Authority may request information relating to all participants in the hand.
- Information regarding the gambling accounts.
- Statistical information
- Extracts from actual registrations on the licence holder's gambling system;

The information shall be delivered to SPM within 5 days.

G. Requirements for the authorisation holder's controls, procedures and organisation

The licence holder must draw up, document and implement continuous checks as to whether the applicable requirements in the Executive Orders are being consistently respected by both the licence holder and his cooperation partners. Contingency planning shall cover at least:

- Daily inspections performed by employees and management (as far as possible incorporated into business procedures and systems).
- Periodic as well as random internal audits.
- External audit, when this proves necessary to achieve a satisfactory level of documentation to the effect that the applicable requirements are satisfied.
- Processing and archiving of control results.
- Immediate reporting to the Danish Gambling Authority in the event that any errors or infringements are discovered, and in the event of any suspicions of errors or infringements by the licence holder himself and/or by his cooperation partners; Reporting shall include the licence holder's assessment of the consequences of the error or infringement.

The licence holder is responsible for preparing, documenting and following relevant business procedures intended to provide support and ensure that both the licence holder and any cooperation partners continuously comply with the applicable requirements. The business procedures shall include the following, as a minimum:

- The licence holder shall ensure the monitoring of all components and data transmissions of the entire game system, including data lines, data packages, networks, SAFE, RNG, gambling system, etc. (including components and data transmissions of any third party involved) to ensure both reliability and availability.
- The licence holder shall ensure that there are back-up and restoration procedures to prevent the loss of data.
- The licence holder shall ensure maintenance and safety procedures for safe and stable operation in accordance with ISO 27001.

The licence holder shall be suitably organised and adequately staffed in relation to offering its products in accordance with the intention of the Gambling Act and with the requirements laid down by SPM.

H. Registration of games and game providers in the game portal

Licence holders shall register their online casino games and gambling providers on the game portal.

The licence holder shall ensure that the registration of offered games and game providers in the gambling portal is updated at all times.

Technical requirements for materials

A. Introduction

This document describes technical requirements to be met by a gambling provider, including requirements for the provision of RNGs and game certificates, requirements for internal controls and organisational requirements.

B. Abbreviations and definitions

RNG: Random Number Generator.

Gambling portal: The Danish Gambling Authority's system in which game providers must upload RNG and game certificates and licence holders must record which games they offer.

C. Requirements for RNG and game certificates in the game portal

Gambling providers must upload the RNG and game certificates for RNG and games which they will provide to licence holders into the game portal.

Together with the RNG and game certificates, gambling providers must provide at least the following information:

- Name of the activity
- Version number
- RNG information
- Planning Permission Expiry Date:
- Game category
- Repayment rate
- Name of accredited testing company

The gambling provider shall ensure that the information in the game portal is kept up to date at all times.

The gambling provider must inform the Danish Gambling Authority of errors with RNG and a game.

D. Requirements for checks by the gambling provider

The gambling provider must draw up, document and implement continuous checks as to whether the applicable requirements in the Executive Orders are being consistently respected by both the licence holder and his cooperation partners. Contingency planning shall cover at least:

- External audit, when this proves necessary to achieve a satisfactory level of documentation to the effect that the applicable requirements are satisfied.
- immediate reporting to the Danish Gambling Authority in the event of a finding of errors or infringements and in the event of a suspicion of errors. Reporting shall include the licence holder's assessment of the consequences of the error or infringement.

E. Requirements for the organisation of the gambling provider

The licence holder shall be suitably organised and adequately staffed in relation to offering its products in accordance with the intention of the Gambling Act and with the requirements laid down by SPM.