

Legislative decree regarding online betting<sup>1)</sup>

Pursuant to Section 36(2), Section 41(1) and Section 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

### *Scope*

**Section 1.** This Order shall apply to the online offering of bets, cf. Section 11 of the Gambling Act.

(2) Licences issued under Section 11(3) and (4) of the Gambling Act are exempt from the rules laid down in Sections 2-7, Section 11, Sections 15-19, Section 26(1), Section 27(1), Section 28(1) and Section 29.

## Chapter 2

### *Registration of players*

**Section 2.** In order to bet with a licence holder, a player shall be registered as a customer of the licence holder. Licence holder means a holder of a licence to provide betting.

(2) Only natural persons may be registered as customers.

(3) The licence holder shall have knowledge of the customer in accordance with (4) to (6) and Section 3.

(4) The licence holder shall obtain information concerning the customer's identity, including name and a civil registration (CPR) number, or other similar information if the person in question does not have a CPR 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.

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

(6). Further proof of identity will be requested in the event there is doubt as to whether information obtained previously concerning the customer's identity is adequate.

**Section 3.** The identity verification procedure ends when the licence holder has established the customer relationship, and no later than when the first payment is made, without prejudice to Section 6.

## Chapter 3

### *Storage of identity information, etc.*

**Section 4.** The licence holder must store the identity and control information concerning a registered player covered by this legislative decree (cf. Chapter 2) for at least five 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*

**Section 5.** The licence holder must create a game account for a registered player.

(2) The licence holder shall, as the minimum, give the player access to information about the player account's balance, gambling history (including stakes, wins and losses), deposits and withdrawals and other transactions related thereto. The information shall be available to the player on the player 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 may not charge players inactivity fees.

**Section 6.** Until the licence holder has checked the information mentioned in Section 2, only a temporary gaming account can be opened for the player, without prejudice to paragraph 5.

(2) The licence holder shall close the temporary player account if the player has provided false information during registration or if, after a request from the licence holder, the player has not submitted the necessary documentation confirming the correctness of the information within 30 days.

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

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

(5) A temporary gaming account cannot be set up for a player who is listed in the register of self-excluded persons, cf. Article 18.

**Section 7.** The licence holder must ensure that an electronic ID 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) Changes to information as referred to in Section 2(4), without prejudice to (5).

(2) The electronic ID must 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 must be significant or higher.

(3) The licence holder must ensure that in connection with deposits and withdrawals from a gambling account, as well as in connection with the change of payment

instrument, an electronic ID is used, cf. paragraph 2, or strong customer authentication in accordance with the Payments Act.

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

(6) The licence holder must ensure that the player is properly identified when an electronic identifier as referred to in paragraph 5 is not used.

**Section 8** The licence holder may only receive payments into a gaming account from a payment services provider that provides such services legally in Denmark pursuant to the Payment Services Act.

(2) Cash deposits cannot be accepted.

**Section 9.** Amounts paid by the player shall be credited to the gaming account immediately after the licence holder has received the payment.

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

**Section 10.** The licence holder may not allow transfers of money, tokens, etc. between player accounts.

**Section 11.** The funds in a player's player account are entrusted funds that must be deposited into a setoff-free account held at a financial institution etc. that must be kept separate from the licence holder's own funds and to which only the licence holder has access. 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.

## Chapter 5

### *Information for the player*

**Section 12.** All information which the licence holder is required to make available to the player in accordance with the provisions laid down in the Gambling Act and associated regulations must be available in Danish on the licence holder's website. It must be possible for all other communication between players and the licence holder to be in Danish.

**Section 13.** The licence holder's website or user interface must:

1) state that it is not permitted for persons under the age of 18 to participate in the games;

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) provide 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 must be provided on the possibility of registering in the register of self-excluded players, cf. Section 18.

- (2) The information in (1) shall be placed in a prominent area on the licence holder's website or user interface and shall 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 Danish Gambling Authority website must be provided.

**Section 14.** Licence holders must use the Danish Gambling Authority's labelling scheme on their website or user interface.

- (2) The Danish Gambling Authority's label shall 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 Gaming Authority.

## Chapter 6

### *Responsible gambling*

**Section 15.** A player must set a deposit limit before play can begin. 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 may not come into force until after 24 hours have passed.

**Section 16.** The licence holder must familiarise herself or himself with the players' gambling patterns and 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). The licence holder must 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).

**Section 17** The licence holder must 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 player 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 must inform the player about the opportunity for counselling and treatment offers for gambling addiction at a Danish treatment centre.

**Section 18.** The Danish Gambling Authority must 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 Gaming Authority's exercise of authority in accordance with Article 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 shall 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 to 6 do not apply to persons who, in accordance with Section 2(4), have been registered as customers without a personal ID number.

**Section 19.** Licence holders must provide information on the possibility of registration in the register of self-excluded players on the Danish Gambling Authority's website (cf. Section 18) and must 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 recorded in the register. If a player is registered in the register, the setting up of the player shall 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 player account and terminate the customer relationship.

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

(6) Paragraphs 1-6 do not apply to persons who in accordance with Section 2, paragraph 4 have been registered as customers without a personal ID number.

## Chapter 7

### *Marketing*

**Section 20.** The license holder must 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. Section 17.

**Section 21.** In marketing, the authorisation holder must clearly indicate:

- 1) the age limit for the game,
- 2) the Danish Gaming Authority's helpline for responsible gambling; and
- 3) the possibility of self-exclusion in the register of self-excluded players, cf. Section 18.

(2) The licence holder shall use the Danish Gambling Authority's labelling scheme in marketing. The label shall be clearly visible. Section 15, paragraphs 3 and 4, shall apply.

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

## Chapter 8

### *Promotional measures*

**Section 22.** Should a licence holder offer the player a sales promotion in connection with the provision of games, all the conditions must 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 paragraph 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.

**Section 23.** 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 shall 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 9

### *Suspension and closure of player account*

**Section 24.** When closing a gaming account, the licence holder must pay the balance from the player's gaming account to the player as quickly as possible and no later than five working days after closing the account. No fee shall be charged for closure.

(2) When closing a temporary player account on the basis of Section 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 must be sent to the Danish Gambling Authority.

**Section 25.** In case of suspension of a means of identification or a player account, the licence holder must decide 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 must be sent to the Danish Gambling Authority.

## Chapter 10

### *Gambling systems*

**Section 26.** The licence holder must comply with the technical requirements for control systems and gaming systems that follow from Annex 1.

(2). Game providers must comply with the requirements for the registration of games in the gambling portal, internal controls and organisation set out in Annex 2.

**Section 27.** The licence holder must 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 method.

(2) The Danish Gambling Authority may approve that the requirement of remote access 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 gaming and business systems used for the offering of games covered by a licence under Section 11(3) and (4) of the Gambling Act.

**Section 28.** The licence holder's gambling systems, business procedures and business systems must be certified by an accredited testing company before the gambling system is used to provide betting. The Danish Gaming Authority may impose requirements for the certification.

(2) Game providers' random number generator, games and procedures shall be certified by an accredited testing company before a random number generator and

game can be supplied to a licence holder. The Danish Gaming 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.

**Section 29.** 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, random number generator or game.

**Section 30** The licence holder must keep all data on the provision of gambling in the gambling system for at least five years.

Chapter 11

#### *Appeals*

**Section 31.** The licence holder must 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 must be forwarded to the Danish Gambling Authority on request.

Chapter 12

#### *Penalties*

**Section 32.** Unless a higher penalty is due under other legislation, a fine will be imposed on a person who deliberately or by gross negligence infringes Section 2(1), point 1, and (2) to (6), Sections 3-6, Section 7(1) to (4) and (6), Sections 8-17, Section 19(1) to (5), Sections 20-23, Section 24(1) and (3), Section 25(2), Section 26, Section 27(1), Section 28(1), point 1, Section 28(2), point 1, Section 30, Section 31(1), point 1, and (2), point 2, and (3).

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

Chapter 13

#### *Entry into force, etc.*

**Section 33.** This Order shall enter into force on 1 July 2025.

(2) Order No. 1275 of 29 November 2019 on online betting is hereby repealed.

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**Annex 1**

## **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 repository that the licence holder must establish to store the gaming data on which the National 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 of betting and operation of online casinos, including equipment which:
	<ol style="list-style-type: none"><li>1. is used for storing information relating to a person's participation in games, including historical data and result information,</li><li>2. that produces and/or presents games to the player; or</li><li>3. determines and stores the outcome of a game, or calculates whether the player has won or lost a game.</li></ol>
	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 gaming 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 repository (a file server), where the licence holder must store gaming data – in accordance with the Standard Records – for all games played with the licence holder. All licence holders shall establish a data repository (SAFE). The Danish Gambling Authority must be able to gain online access to the data stored by the licence holder.

**2. Tamper Token** The Danish Gambling Authority has implemented a security system that must be used for Tamper Token. Tamper Token aims to ensure that gaming data stored by the licence holder in SAFE in the form of Standard Records is not altered while it is 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 shall implement a function that meets the Danish Gambling Authority's specifications to generate an identification code on the basis of the gaming data saved and the token issued. The identification code shall 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.

The licence holder is required to be able to deal with a modified token frequency when a new token is issued.

**3. The register of self-excluded players (ROFUS)** is a register of all players in Denmark who have voluntarily requested to exclude themselves, either temporarily or permanently, from being able to play online games and certain land-based games in Denmark. The register is kept by the Danish Gambling Authority, which is responsible for maintaining it. The licence holder shall connect to the register and ensure that players who have been registered cannot play using 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 categorisation is used:

- EndOfDay
- Pool games

- FastOdds
- Manager 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 on SAFE. This shall be done before the game is offered.

The Danish Gambling Authority will publish a technical description of the format in which gaming 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 shall transfer and save gaming data in SAFE in accordance with the Standard Records in the data repository. The licence holder shall store gaming 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-holder's gaming system pursuant to the Order on online gaming.
- The licence holder must ensure that the National Gaming Authority has online access to retrieve gaming 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:

Accesibility	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.

- 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	20 hour	10 working days' notice

	the period Saturday 00:00 – Monday 05:00	s	
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):

<b>Incident type:</b>	<b>Resolved within:</b>
> 95.5% of incidents are resolved within the time limits set out below. Measured per month.  Separate deadlines are to be agreed for the remainder.	
Urgent (blocking)	6 hours
Intermediate (an impractical workaround exists)	2 working days
Normal (an issue requiring a minor workaround)	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 shall be able to transfer gaming data, where required, from SAFE to the Danish Gambling Authority's own data repository 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 ‘SpilCertifikatIdentifikationTamperTokenID’. The zip file containing the folder is named ‘SpilCertifikatIdentifikationTamperTokenID.zip’. SpilCertifikatIdentifikation is a unique licence holder identifier 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. These are named e.g. ‘EndOfDay’, ‘FastOdds’, ‘Jackpot’, ‘Puljespil’ and ‘Managerspil’.

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.

Pool game files must be placed in the folder representing the placement of the bet.

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 shall comply with the Danish Gambling Authority’s specifications.

Gaming data shall continuously be zipped as stated in the folder structure, and a zip file shall 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 gaming data mentioned in Section E. 1, the licence holder must be able to generate information from its gaming system and any associated systems, including:

- information on interactive games; regardless of whether gaming occurs via a network where players participate from several different gaming 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 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 gambling providers in the gambling portal**

Licence holders must register their offered betting games and betting providers in the betting portal.

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

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### **Annex 2**

#### **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 Gaming Authority's system where gambling providers must upload RNGs and gambling certificates and licence holders must register which games they offer.

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

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

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

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

The game provider must ensure that the information in the gaming 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 game provider must be suitably organised and adequately staffed to offer its products in accordance with the intention of the Gambling Act and with the requirements laid down by the Danish Gambling Authority.

Official notes

### **EU Notes**

[1](#) The executive order contains provisions which, in draft form, have been notified 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).