

Executive Order on online casinos¹⁾

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 of application

Section 1 This executive order applies to the operation of online casinos, cf. Section 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) Sections 11, 21 and 23, Section 33(1), Section 34(1), Section 35(1) and Section 36 do not apply to licences issued under Section 18(3) of the Gambling Act.

Chapter 2

Registration of players

Section 2 To participate in online casinos, a player shall 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 (4) to (6) and Section 3.

(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.

(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 shall end 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 shall store the identity and control information concerning a registered player covered by this Executive Order (see 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 shall create a player 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 player account.

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

Section 6 Until the licence holder has checked the information referred to in Section 2, only a temporary player account can be opened for the player, without prejudice to (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 player account.

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

Section 7 The licence holder shall ensure that an electronic ID is used in the following situations:

1) When creating a player account.

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

3) Change of information as referred to in Section 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 level of assurance for the use of an electronic ID shall be significant or higher.

(3) The licence holder shall ensure that an electronic ID is used, cf. (2), or strong customer authentication in accordance with the Payments Act in connection with deposits and withdrawals from a player account, as well as in connection with the change of payment instrument.

(4) The licence holder shall check to ensure that the electronic ID 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 (CPR number) in accordance with Section 2.

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

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

(2) Cash deposits cannot be accepted.

Section 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.

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 shall be deposited in an account not subject to any set-off 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 his or her 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 account not subject to any set-off shall at all times be at least equal the total amount in the players' player accounts.

Section 12 Sections 5 to 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.

Section 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 Payments Act.

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

Chapter 5

Information for the player

Section 14 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 shall 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 take place in Danish.

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

- 1) state that persons under the age of 18 are not permitted to participate in gambling;
- 2) provide information on responsible gambling and the potentially harmful effects of gambling, information which shall 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;

5) provide information on the Danish Gambling Authority's responsible gambling helpline; and

6) provide information on the option of registering with the register of self-excluded players, cf. Section 24.

(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 shall be provided.

Section 16 The licence holder shall use the Danish Gambling Authority's labelling scheme on its home page 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 may not be used by the licence holder's cooperation partners or other parties not licensed by the Danish Gambling Authority.

Section 17 A clock shall be provided on the licence holder's website to enable the player to know how much time has been spent on the gambling site. The clock shall be visible to the player at all times.

Section 18 Licence holders that provide online bingo via television and do not have a website shall make the information stated in Section 14(1), point 1, Section 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

Section 19 When offering 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 game is played with 75, 80 or 90 numbers or symbols, respectively.
- 2) The numbers or symbols drawn are selected and called out one at a time.
- 3) The player shall have the option to manually mark (dab) the numbers or symbols drawn 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.

Section 20 When offering online bingo via television:

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

Chapter 7

Responsible gambling

Section 21A A player shall 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 22 The licence holder shall familiarise itself with players' gambling patterns and take measures to prevent and pre-empt players from developing problematic gambling behaviour and gambling addiction.

(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 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).

Section 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 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, at the earliest 1 year after the closure of the player account.

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

Section 24 The Danish Gambling Authority maintains a register of players who voluntarily request 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 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 25 The licence holder shall provide information on the possibility of recording in the register of self-excluded players on the Danish Gambling Authority's website (cf. Section 24) and 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 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 to 5 do not apply to persons who, in accordance with Section 2(4), have been registered as customers without a personal ID number.

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

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

1) it is possible to be excluded from participation in the game, cf. Section 23(1); and that

2) the Danish Gambling Authority maintains the register referred to in Section 24(1).

Chapter 8

Marketing

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

Section 28 The licence holder shall clearly indicate in marketing:

1) the age limit for the game;

2) the Danish Gambling Authority's responsible gambling helpline; and

3) the possibility of self-exclusion in the register of self-excluded players, cf. Section 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

Section 29 Should a licence holder offer the player a sales promotion in connection with the provision of games, all the conditions shall be explained clearly and simply 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.

Section 30 The sales promotion may not be given to individual players on terms that differ from offers given to other players, but shall 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 10

Suspension and closure of player account

Section 31 When closing a player account, the licence holder shall pay the balance from the player's player 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 shall be sent to the Danish Gambling Authority.

Section 32 In case of suspension of 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

Section 33 The licence holder shall comply with the technical requirements for control systems, gambling systems and game registration in the gambling portal set out in Annex 1.

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

Section 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 online casino services, cf. Annex 1, by means of remote access or similar means.

(2) The Danish Gambling Authority may permit the requirement of remote access to 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 under a licence covered by Section 18(3) of the Gambling Act.

Section 35 The licence holder's gambling systems, 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) 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 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 Section 18(3) of the Gambling Act, a certified random number generator shall be used for the operation of games. Alternatively, the random number 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 Section 18(3) of the Gambling Act, the gambling system shall ensure that at least three seconds pass between each instance of a given game. Instance means the time from the start of the game until the result is presented to the player.

Section 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, random number generator or game.

Section 37 The licence holder shall keep all data on the provision of online casino services in the gambling system for at least five years.

Chapter 12

Complaints

Section 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

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

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

Chapter 14

Entry into force, etc.

Section 40 The executive order shall enter into force on 1 July 2025.

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

Annex 1

Technical requirements for licence holders

A. Introduction

This document sets out the technical requirements that a licence holder must meet, including the safeguarding of data for control purpose, as well as requirements regarding accessibility, internal controls, 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:	<p>Electronic or other equipment used by or on behalf of the licence holder for the offering and operation of online casinos, including equipment that:</p> <ol style="list-style-type: none"> 1. are used for storing information related to customers and customer participation in games, including historical data and result information, 2. produce and/or present games to the player; or 3. determine and store the outcome of a game or calculate whether the player has won or lost a game. <p>SAFE is not part of the gambling system.</p>
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 shall upload RNG and game certificates and licence holders shall 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 repository (SAFE), a security system (Tamper Token) and a record of self-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 shall 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 shall 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 compliance with the period for termination of tokens.
- Verification that a retrieved series of gaming data has not been altered 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 shall inform the Danish Gambling Authority of errors in Tamper Token and ROFUS as soon as possible.

D. Requirements for gaming data (Standard Records)

The licence holder shall save gaming data in XML files in SAFE, with fields and at a frequency published by the Danish Gambling Authority. The following categorisation is used:

- EndOfDay

- PokerTurnering [PokerTournament]
- PokerCashGame
- Kasinospil [CasinoGames]
- Jackpot.

For game types that fall outside the above categories, how gaming data should be stored in SAFE shall be agreed with the Danish Gambling Authority. 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 whose structure shall be respected when gaming data is stored in SAFE.

E. Requirements for SAFE

E. 1 The licence holder's data repository

The licence holder shall set up a data repository (SAFE) to store gaming 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 unproblematic transfer of gaming data.

E. 1.1 Technical requirements for SAFE

- SAFE shall be set up on a separate server that is physically separate from the licence holder's gambling system.
- Gaming data in SAFE shall be separated logically and properly from any other data.
- The licence holder shall provide the necessary backup of all gaming data. SAFE and the backup of SAFE shall be geographically separated. Similarly, data storage on digitally readable media shall be geographically separated from backup of the data.

- Before being used as a data repository, SAFE shall fulfil IT security requirements at a level at least equivalent to the licence holder's gambling system pursuant to the Executive Order on online casinos.
- The licence holder shall ensure that the Danish Gambling Authority has online access to retrieve gaming data from SAFE.
- The licence holder shall establish access to SAFE via secure access (FTPS).
- The folder structure in SAFE shall be designed in accordance with the structure specified by the Danish Gambling Authority, cf. Section E 3, 'Folder structure in SAFE and naming of Standard Records'.
- Gaming data in SAFE shall be stored in accordance with the specified Standard Records, cf. Section D 'Requirements for gaming data (Standard Records)'.
- The licence holder shall document the fact that SAFE complies with the stated requirements.
- The licence holder shall prepare operational documentation for SAFE, including documentation for the necessary operating environment, operating procedures and routines, backup systems and error management.
- All documentation shall be provided in Danish. However, technical specifications of a general nature may be provided in English.
- Documentation shall be made available electronically on request (e.g. by e-mail, USB flash drive, CD-ROM, DVD) to the Danish Gambling Authority without delay and never later than two working days.
- All documentation shall be provided in a format that can be handled by the Danish Gambling Authority and read in Microsoft Office or Adobe Reader.
- The documentation shall be updated continuously and at least at each release. Updated documentation shall accompany every release and describe the basis for the release.
- SAFE uptime per month:

Uptime	98.50%
Incident reaction time	Before 1 hour, Monday - Friday, in the period 08.00 - 17.00 (Danish time).
Response time	The average login response time shall be less than ten seconds.

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- SAFE service windows:

Window type	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:

Incident type:	Resolved within:
> 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, gaming data shall be collected and saved in SAFE once it is accessible again.

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

The licence holder shall transfer and save gaming 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 will take place over the internet using FTPS, and the validity of the data will be checked using a Tamper Token.

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

The Licence Holder shall build the directory structure on SAFE and name Standard Records on the basis of 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 are be created in accordance with the content of each zip file. They are named 'EndOfDay', 'Jackpot', 'KasinoSpil' [CasinoGames], 'PokerCashGames' and 'PokerTurnering' [PokerTournament], for example.

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 shall 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 zip file shall contain the gaming data packed with the corresponding Tamper Token.

F. Continuous monitoring of compliance with permit requirements

F. 1 Retrieval of gaming data

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

F. 2 Retrieval of other information

In addition to the gaming data mentioned in Section E. 1, the licence holder shall be able to generate information from its gaming system and any associated systems, including:

- Information on interactive games, such as the cards played in poker. 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 player accounts.
- Statistical information.
- Extracts from actual registrations on the licence holder's gambling system.

This information shall be submitted to the Danish Gambling Authority within five working days.

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

The licence holder shall draw up, document and implement continuous checks to indicate whether the applicable requirements in the executive order are being consistently respected by both the licence holder and its partners. This shall include, as a minimum:

- Daily inspections performed by employees and management (as far as possible incorporated into procedures and systems).
- Periodic and random internal audits.
- External audit when proven necessary in order 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 upon detection of an error or infringement, as well as upon suspicion of an error or infringement by the licence holder and/or its 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 procedures shall include the following at a minimum:

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

The licence-holder shall 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.

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

The licence holder shall register its offered online casino games and game providers in the gambling portal.

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

Annex 2

Technical requirements for game providers

A. Introduction

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

B. Abbreviations and definitions

RNG: Random Number Generator.

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

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

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

Along with RNG and game certificates, game providers shall provide the following information at a minimum:

- Name of the online casino game
- Version number
- RNG information
- Certification expiry date
- Game category
- Return to player percentage

- Name of accredited testing company.

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

The game provider shall inform the Danish Gambling Authority of errors in the RNG and games as soon as possible.

D. Requirements for the game provider's controls

The game provider shall draw up, document and implement continuous checks as to whether the applicable requirements in the executive order are being consistently respected by the game provider.

This shall include, at a minimum:

- External audit when proven 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 that errors or infringements are identified and if errors are suspected. Reporting shall include the game provider's assessment of the consequences of the error or infringement.

E. Requirements for the game provider's organisation

The game provider shall 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).