

Spillemyndigheden
Lerchesgade 35, 6
5000 Odense C, Denmark

Report on the provision of gambling products and services

Report on the provision of gambling products and services for income-restricted licence and revenue-restricted licence

Information about licence holder	Licence holder		CVR/SE no./foreign business number
	Name		
	Address		
	Postcode	Town/city	Country
	Email address		Website address
	Do you have an online casino licence?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Do you have a betting licence?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Do you provide gambling products and services in Greenland?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Do you provide land-based betting?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	When did you start providing gambling products and services?		
	Online casino on (date)	Betting on (date)	
Gross gambling income, winnings, prizes and payouts	How large is the gross gambling income under your licence? (only for income-restricted licence)		DKK
	Have you paid out all winnings and prizes to players?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Have you had funds available at any given time to pay out winnings and other payables?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	If no, please enter why:		
	Have you only received payments from a payment service provider which, according to the Danish Act on Payment Services and Electronic Money (Lov om betalingstjenester og elektroniske penge), provides payment services legally in Denmark?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Have you received cash deposits?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Revenue	How large has the gambling revenue been under the licence?		DKK
	How large has the payout percentage been?		%

Information about bonuses and marketing of games	Have you used bonuses in connection with your games?		<input type="checkbox"/> <input type="checkbox"/> Yes	<input type="checkbox"/> <input type="checkbox"/> No
	Describe how you have met the terms and conditions of your licence regarding bonuses:			
	<div></div>			
	Have you had marketing expenses for your gambling business?		<input type="checkbox"/> <input type="checkbox"/> Yes	<input type="checkbox"/> <input type="checkbox"/> No
	How large have these expenses been?	<div></div> DKK	And in which media have you advertised?	<div></div>
Information about the provision of gambling products and services	General information			
	Have you experienced any social, health or public order problems in connection with your provisions of gambling products and services?		<input type="checkbox"/> <input type="checkbox"/> Yes	<input type="checkbox"/> <input type="checkbox"/> No
	Describe what measures you have taken to prevent them or to mitigate the risk:			
	Describe what measures you have taken to reduce the risk of one player, or several players jointly, engaging in behaviour that gives an unfair advantage over other players:			
	<div></div>			

**Information
about pro-
vision of
gambling
products and
services**
Continued

Have you offered betting on sports events where the participants in the sports event are aged under 18? ☐ ☐ Yes ☐ ☐ No

Technical information

Describe your procedures regarding ROFUS – Register of Self-Excluded Persons:

Describe your procedures for verifying the player’s identity (not applicable for providers of text message guessing competitions):

**Information
about pro-
vision of
gambling
products and
services**
Continued

You must account for the certification of RNG that you use in connection with your provision of gambling products and services and whether there have been any changes (only applies to online casinos):

Website layout and information about gambling

Was there information on your website about responsible gambling?	<div><div></div><div></div></div>	Yes	<div><div></div><div></div></div>	No
Was there information on your website that young persons aged under 18 are not allowed to participate in the game in question?	<div><div></div><div></div></div>	Yes	<div><div></div><div></div></div>	No
Was a self-test for gambling addiction available on your website?	<div><div></div><div></div></div>	Yes	<div><div></div><div></div></div>	No
Did your website have information and contact addresses for Danish treatment centres?	<div><div></div><div></div></div>	Yes	<div><div></div><div></div></div>	No
Can gambling rules, terms and conditions as well as instructions about the game in question be accessed directly from the individual games, regardless of the media and platform that the customer uses?	<div><div></div><div></div></div>	Yes	<div><div></div><div></div></div>	No

If this is not the case, you must describe the reasons for this:

Were the gambling rules, terms and conditions as well as instructions about the game and information about responsible gambling available in Danish?	<div><div></div><div></div></div>	Yes	<div><div></div><div></div></div>	No
--	-----------------------------------	-----	-----------------------------------	----

**Information
about pro-
vision of
gambling
products and
services**
Continued

Protection of children and young persons aged under 18

Describe what measures you have taken to ensure that children and young persons aged under 18 do not participate in the game:

Other information about provision of gambling products and services

Have you received any complaints from players?

Yes

No

If yes, please state
how many _____

Describe the typical contents of the complaints and the average case processing time:

Other information

**Information
about pro-
vision of
gambling
products and
services**
Continued

Have you offered any other games than those covered by the licence?

Yes

No

If you have taken other measures to meet the object of the Danish Gambling Act (Spilleloven) on provision of gambling products and services in a fair, responsible and transparent manner, you can describe them here:

Signature

Date

Name

Guide

Holders of an income-restricted and/or revenue-restricted licence to provide gambling products and services in Denmark – online casino or betting – must prepare a report according to section 43(1) of the Gambling Act.

The report must give an account of whether you, as licence holder, have provided gambling products and services according to the licence conditions, including the Gambling Act and the terms and conditions for the licence.

The report must be prepared one year after the licence has been taken into use.

The report must be sent to the Danish Gambling Authority no later than 14 months after the licence has been taken into use. This means that if, for example, the licence was taken into use on 1 January 2025, the report must be received by the Danish Gambling Authority no later than on 1 March 2026.

You must prepare a report for each individual income-restricted and/or revenue-restricted licence. This means that if you have an income-restricted licence for online casino and an income-restricted licence for betting, you must prepare two separate reports.

The report on the provision of gambling products and services under the income-restricted and/or revenue-restricted licence can be prepared by the licence holder itself.

The report is only to cover games offered on the Danish market under the income-restricted and/or revenue-restricted licence and gambling accounts belonging to Danish customers.

In the report, you must, for example, provide information about:

- the gross gambling income, winnings and prizes as well as payouts,
- bonus and marketing of games and
- information about provision of gambling products and services, including general and technical information, layout of the website and information about games, protection of children and young persons aged under 18.

When filling in the amount fields in the report, you must enter amounts in Danish kroner (DKK).

Stake means the amount that is used in the calculation of gambling tax.

General requirements for submission of the form to the Danish Gambling Authority

You must send the completed form with the Bluewhale system to ensure that the information is not intercepted or read by others.

You can send messages via Bluewhale by providing an email address and mobile phone number to an employee with the Danish Gambling Authority. The employee can then start the communication by sending you a Bluewhale message to which you can.

Read more about Bluewhale at spillemyndigheden.dk/vejledninger.

Other

If you have any questions about the report, you can contact the Danish Gambling Authority at mail@spillemyndigheden.dk. You can send an encrypted email to us via our website – Contact.

Processing of your personal data

The Danish Gambling Authority processes your personal data in connection with your application.

The Danish Gambling Authority is the data controller – how to contact us?

The Danish Gambling Authority is the data controller for the processing of the personal data we receive from you. You find the Danish Gambling Authority's contact details below.

Spillemyndigheden

Lerchesgade 35, 6
5000 Odense C, Denmark
CVR no.: 34730415
Tel.: (+45) 72 38 79 13
Email: gdpr@spillemyndigheden.dk

If you want more information about the Danish Gambling Authority's processing of personal data, you can read our Privacy Policy at spillemyndigheden.dk/en/privacy-policy

Contact details for the Data Protection Officer

If you have any questions about our data processing, you are always welcome to contact our Data Protection Officer at the Danish Tax Agency via the below contact details:

Skattestyrelsen
Hannemanns Allé 25
2300 Copenhagen S, Denmark
Attn: Databeskyttelsesrådgiveren/Data Protection Officer
Email: DPO@sktst.dk

What are personal data?

Personal data are any type of information that can be directly or indirectly attributed to an identifiable natural person. This may, for example, be data such as name, address, civil registration (CPR) number and financial circumstances.

Personal data can also be information about businesses, for example in case of sole proprietorships or shareholders in a company.

Processing of personal data means any handling of personal data. Typical types of processing include: collection, registration, systematisation, storage, disclosure, correlation and erasure.

What personal data does the Danish Gambling Authority process about you?

We process data about your name, your contact details, data about potential criminal offences, occupational matters and data about your financial circumstances.

Where do the personal data come from?

The Danish Gambling Authority processes personal data that you have yourself submitted to the Danish Gambling Authority in connection with your application.

In addition, we process data about you that we have received from other private individuals, businesses and public authorities.

There is CCTV surveillance at the addresses of the departments of the Danish Ministry of Taxation (Skatteministeriet).

Purposes and lawfulness of our processing of personal data

The Danish Gambling Authority processes personal data about individuals and businesses submitted for the processing of an application for a licence to offer games of chance.

The Danish Gambling Authority processes personal data as part of the tasks for which we are responsible as a public authority. The processing of general personal data is based on Article 6(1)(e) of the General Data Protection Regulation.

If we process data about criminal offences, such data are processed as a necessary part of the performance of a task carried out in the public interest and the exercise of official authority vested in us, and the processing of the data is consequently based on section 8(1) and (2) para (3) of the Danish Data Protection Act (Databeskyttelsesloven).

Recipients or categories of recipients

The Danish Gambling Authority often discloses personal data to our data processors and other public authorities as part of our general performance of tasks. It may follow from legislation that the Danish Gambling Authority has a duty of disclosure. For example, data are disclosed to the Danish Tax Agency (Skattestyrelsen), the police, the courts and other relevant authorities.

Disclosure to recipients in third countries, including international organisations

The Danish Gambling Authority rarely discloses personal data to recipients outside the EU and EEA.

Storage of personal data

We store personal data for as long as necessary to process your application. In this connection, we attach importance to the complexity of the application when determining how long the data will be stored.

Automated decisions, including profiling

The Danish Gambling Authority does not use automated decisions, including profiling.

Your rights

You have a number of rights when the Danish Gambling Authority processes personal data about you. You can read more about these rights below. If you wish to exercise your rights, please contact us.

Right to notification

You have the right to be notified when the Danish Gambling Authority collects and processes personal data about you. This includes a right to be notified of the purpose and lawfulness of the processing.

The Danish Gambling Authority may be exempt from its obligation to notify you in certain situations. This will apply, for example, if you are already familiar with the information, or your interest in receiving the information should be overridden by the consideration of private or public interests.

Right of access

As a general rule, you have a right of access concerning the Danish Gambling Authority's processing of your personal data. This means that you have the right to obtain confirmation that personal data about you are processed as well as various additional information.

Right to rectification (correction):

Processing of your personal data continued

You have the right to rectification of any inaccurate data about you.

Right to erasure

In special cases, you have the right to have data about you erased before the time at which it would normally be erased by us.

Right to restriction of processing

In some cases, you have the right to have the processing of your personal data restricted. If you have a right to have our processing restricted, this means that, in future, we may only process the data – with the exception of storage – with your consent, or for the establishment, exercise or defence of legal claims or for the protection of the rights of another natural or legal person or for reasons of important public interest.

Right to object

In certain cases, you have the right to object to our otherwise lawful processing of your personal data.

Right to transmit data (data portability)

In certain cases, you have the right to receive your personal data in a structured, commonly used and machine-readable format and to transmit those data from one data controller to another without hindrance.

Storage and erasure

The data that the Danish Gambling Authority collects and processes about you will be processed and stored in the Danish Gambling Authority's IT systems.

We erase your personal data when they no longer serve a valid purpose. The specific date of erasure depends on for how long the data must be stored to fulfil the purpose for which they were collected.

You can read more about your rights at the website of the Danish Data Protection Agency (Datatilsynet): <https://datatilsynet.dk/english/privacy-policy>

Complaint to the Danish Data Protection Agency

You have the right to file a complaint with the Danish Data Protection Agency if you are dissatisfied with the way in which the Danish Gambling Authority processes your personal data.

The Danish Data Protection Agency is the central independent authority that supervises compliance with the rules in privacy law. You can find the contact details of the Danish Data Protection Agency at datatilsynet.dk/english/contact-us.