

Spillemyndigheden's Certification Programme

Inspection Standards for Land-Based Betting

SCP.02.02.EN.1.2

**Spillemyndigheden's Certification Programme
Inspection Standards for Land-Based Betting**

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1 Objectives of the inspection standards

The inspection standards for land-based betting are set out to ensure that the gambling system features functionality that supports a number of significant considerations in the Act on Gambling by putting in place requirements for the processing of customer information, managing customer funds, the presentation and execution of the games as well as the logging of gambling and other transactions.

In relation to the supervision by Spillemyndigheden of the gambling being offered by the licence holder a number of requirements are set out in Annex 1 to the executive order no. 65 of 25 January 2012 on land-based betting covers how the licence holder transmits data to the automated supervision system of Spillemyndigheden. For this reason the certification programme does not contain requirements concerning data transmission as these are regulated by the executive order.

1.1 Scope of this document

This document contains the requirements specifying how testing organisations obtain accreditation for conducting certification of the gambling system, business processes and business systems of the licence holder as well as instructions on how to conduct the certification. The requirements concerning accreditation of the testing organisation and certification of the licence holder can be found in section 2 "certification".

The gambling system of the licence holder shall include functionality concerning customer funds. This functionality is described in section 3 "Gambling accounts".

The gambling system shall also include a number of general gambling functions related to game execution, visual presentation as well as instructions and game rules. This functionality is described in section 4 "General gambling functionality".

Furthermore a number of special gambling functions apply to betting. These functions are described in section 5 "Special gambling functionality".

Finally, the gambling system shall include functions for managing the gambling functionality including functions for activating and deactivating games, incomplete games, malfunctions, the course of the game as well as records, logs and data retention. This functionality is described in section 6 "Management".

1.2 Version

Spillemyndigheden will continuously revise the certification programme and the latest version will at all times be accessible at Spillemyndigheden's website.

Date	Version	Description
2014.07.04	1.0	Description A new document structure than the previous version 1.3 alongside with a range of updates in different areas. A new version 1.0 is therefore published. It is the intention to follow normal versioning for future changes.
2015.12.21	1.1	Changes completed to implement requirements for betting on horse and dog races in the certification programme.
2018.01.01	1.2	Changes completed because of liberalization of online bingo, betting on horse- and dog races and betting on pigeon races.

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Spillemyndigheden will publish guidelines regarding the validation of existing certifications together with previously performed inspections and tests, when new versions of the certification programme is released.

It is important to emphasise that only the Danish version is legally binding and that the English version holds the status of guidance only.

1.3 Applicability

Inspection Standards for Land-based Betting are applicable for offering of

- Land-based betting (§ 11 in the Danish Gambling act)

Inspection Standards for Land-based Betting are not applicable for offering of

- Local pool betting (§ 13 in the Danish Gambling act)

2 Certification

2.1 Certification frequency

The licence holder is responsible to ensure to be certified in accordance with the requirements in this document with an interval of maximum of 12 months.

2.1.1 Initial certification

The licence holder must, as a rule, be certified before a licence to offer games can be issued, unless Spillemyndigheden has informed otherwise.

2.1.2 Renewed certification

The licence holder must, as a rule, have completed a new certification within 12 months of the latest certification. The standard report must reflect when the certification has been renewed.

The licence holder can choose to postpone the certification up to two months from the time where a new certification should be completed. The new certification must be finalised no later than 14 months after the latest certification and the standard report must be submitted to Spillemyndigheden within the same deadline. Use of this postponement requires that the testing is commenced within 12 months of the latest certification.

Spillemyndigheden must be notified before the certification is postponed.

The deadline for renewal of certification is shortened with the equally amount of time the former 12 month deadline has been postponed. Meaning that if you for instance make use of the maximum two months postponement, then the next certification is due 10 months later. The time for the next certification shall be reflected in the standard report. A renewal of the certification may be based on sampling, spot checks and compliance with the requirements set out in the document "SCP06.00.EN - Change Management Programme". The certification shall clearly state whether this method has been used.

2.2 Accredited testing organisations

Testing organisations shall attain ISO/IEC 17020 accreditation and/or ISO/IEC 17025 accreditation based on the criteria described in the following sections. The scope of the accreditation shall be extended to include 'Spillemyndigheden's certification programme – SCP.02.02.DK.1.0'.

The accreditation will be undertaken by DANAK, the Danish Accreditation Fund, or a similar accreditation body being covered by the multilateral agreement on reciprocal recognition of the European Co-operation for Accreditation or a member of the International Laboratory Accreditation Cooperation.

To ensure that the necessary qualifications are in place during the certification the testing organisation and their staff shall fulfil the following requirements. Documentation that the requirements are fulfilled shall be enclosed with the certification.

2.2.1 Requirements for accredited testing organisations

The accrediting testing organisation:

- a) Shall have at least three years' experience in inspecting gambling systems or a similar closely related subject area,
- b) Shall work on the basis of the ISO/IEC 17020 accreditation and/or ISO/IEC 17025 accreditation, which refers to the requirements of SCP.02.02.DK.1.2, and
- c) Shall ensure that staff with sufficient qualifications will carry through the certification.

2.2.2 Requirements for personnel at the accredited testing organisations

The certification shall be carried out by staff with sufficient qualifications cf. sections 2.2.1. Work done in relation to the certification shall be supervised and the declaration of certification shall be attested by one or more persons who warrant(s) that the work has been carried out to adequate professional standards.

These persons shall meet the following requirements:

- a) shall have a relevant education background or in other ways prove relevant qualifications,
- b) Shall be certified as:
 - International Information Systems Security Certification Consortium (ISC)2 Certified Information Systems Security Professional (CISSP),
 - Payment Card Industry (PCI) Qualified Security Assessor (QSA), or
 - Information Systems Audit and Control Association (ISACA) Certified Information Systems Auditor (CISA).
- c) The supervisor referred to in a) or b) above shall have five years of professional experience in inspecting gambling systems or a similar closely related subject area.

Guidance: Certification and attestation can be carried out by staff who in conjunction fulfil the requirements.

3 Gambling accounts

3.1 General

3.1.1 General terms and conditions of the licence holder

1	It shall be stated in the licence holder's terms and conditions that persons below the age of 18 are not allowed to participate in the games, that the customer is only permitted to act on his or her own behalf and how the licence holder's rules are being enforced.
2	It shall be stated in the licence holder's terms and conditions how customer complaints are dealt with.
3	It shall be stated in the licence holder's terms and conditions that it is not possible to play on credit.
4	It shall be stated in the licence holder's terms and conditions how violations of the licence holder's rules are handled.

3.1.2 Complaints

1	<p>Complaints from players shall be registered in a log, containing information about:</p> <ul style="list-style-type: none">• The reason for the complaint• Player identification• Time and date• Casework time and• Result (accepted/partly accepted/rejected). <p>Guidance: A complaint is when a player doesn't agree with the licence holders casework time or the result hereof. A complaint can start out by being an enquiry from a customer, who after having discussed the issue with the licence holder and still doesn't agree with the casework time or the result hereof.</p>
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3.2 Funds and transactions

3.2.1 Currencies

1	The gambling system shall handle exchange rates in an unambiguous, automatic and systematic manner.
2	The customer shall have access to information about the currencies accepted by the gambling system as well as the procedure for currency conversion.

4 General gambling functionality

4.1 Game execution

4.1.1 General

1	<p>The gambling system shall only allow customers to participate in games and events covered by the Gambling Act.</p> <p>Guidance: The Act and its associated executive orders details what games and events the licence holder is allowed to use for offering gambling.</p>
2	<p>In games with interactive gambling options (e.g. roulette, blackjack, etc.), the illustrations shall unambiguously show the type and value of all stakes and allow changing and resetting stakes.</p>
3	<p>The gambling system shall ensure a minimum value of at least three seconds for each game cycle.</p> <p>Guidance: Game cycle is to be interpreted, as the time from the beginning of a game, until the result is presented to the customer both events included. E.g. in poker it would be from the cards being dealt, until the show down.</p> <p>Guidance: When using "Auto play" functionality there shall be at least three seconds between each result.</p>
4	<p>The gambling system shall ensure that participation in all games is subject to informed consent.</p> <p>Guidance: It is not permitted to force customers to participate in a game just by selecting it (customers cannot be forced to play).</p>
5	<p>The gambling system shall ensure that all instructions derived from the customer's actions are based on informed consent.</p> <p>Guidance: Actions where the customer "clicks" on action images such as "play", "hold", "draw", "double", etc. only apply when the customer has had reasonable time to consider the consequences of his or her action (i.e. repeated clicks on an action button cannot be queued and executed later).</p> <p>Guidance: This does not exclude auto-games and similar functions.</p>

4.2 Visual presentation

4.2.1 General

1	<p>The gambling system shall ensure that rules and instructions (including restrictions for games and how the customer plays) are easily available from all game pages related to the game.</p>
2	<p>The gambling system shall ensure that the name of the game is shown on all pages related to the game.</p> <p>Guidance: The game name may be visible in the title bar of the window or the tab in which the game is running.</p>

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3	The gambling system shall show the customer the amount of the stake he or she is placing, including the game unit stake and the total stake.
4	If the result may be affected by factors outside the control of the player and/or if another participating customer is using automation (or add-on applications for automation), the gambling system shall inform the customer of this (or provide a link with the information).
5	The gambling system shall display a clock that allows the customer to see how much time he or she spends. The clock shall be visible for the customer at all times, and it shall not be based on the customer's equipment.

4.2.2 Game actions

1	The gambling system shall clearly display the bet denomination or currency of the game.
2	The gambling system shall clearly display the customer's possible stake, actual stake and, if relevant, a conversion from currency to bet denomination (in a manner that makes it easy to infer the rate of exchange).
3	The gambling system shall display all possible winnings and all possible combinations of winnings in a graphical manner.
4	The gambling system shall clearly display the maximum stake.
5	The gambling system shall clearly display the minimum stake to be placed in the game.

4.2.3 Outcomes

1	The gambling system shall display outcomes clearly and unambiguously.
2	The gambling system shall display the outcome of the game for an appropriate period of time.
3	The gambling system shall display winnings in a clear and specific manner.

4.3 Instructions and game rules

4.3.1 General

1	All games shall have associated rules and instructions covering all aspects of the game.
2	The game rules (see 4.3.1.1) shall be true and fair and unambiguous.
3	The game rules shall be available to the customer through the same medium and on the same unit as that used for the actual game.
4	The game rules shall not change during the actual game.
5	Games shall always be arranged in accordance with the current game rules.

4.3.2 Instructions, information and game rules

1	Written instructions shall be in Danish and be both grammatically and syntactically correct. Guidance: This does not prevent translation of written instructions into other languages.
2	The base version language is Danish (if several languages are used).
3	Game rules shall be available to the customer online.
4	All playing information shall be given to the customer in the language chosen by the customer. Game rules and instructions shall be the same in all language versions.
5	All instructions and information shall be clear and specific.
6	Game rules and instructions shall be available without it being necessary to place a stake (see

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	4.1.1.4).
7	Game rules and instructions shall be available during the entire game. Guidance: Playing instructions shall be visible and readily accessible in all situations. Guidance: When a game temporarily changes character when it is played, the game rules and instructions shall be changed correspondingly.
8	The name of the game shall be visible to the customer in all situations.
9	The game rules shall describe all potential prizes (including random ones) as well as the largest possible prize per game unit stake in connection with the customer's stake.
10	Game rules shall include adequate information about all functions by which the chances of winning and the sizes of prizes in individual games are increased.
11	If a game is able to temporarily change character so that it deviates significantly from the basic game, the game shall show the current status for the next change to the game.

4.3.3 Return to players

1	The gambling system shall inform the customer of the theoretical return to player when using an optimal game strategy and it shall be clear which game options are not parts of an optimal game strategy. The information shall be available in the game rules for each game. Guidance: When a progressive prize is offered, it shall be implemented in a manner ensuring that the theoretical minimum return to player is correctly displayed to the customer.
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5 Special gambling functionality

5.1 Betting

5.1.1 General

1	The gambling system shall keep an updated log of all games provided in accordance with a licence issued by Spillemyndigheden.
2	As a minimum, the log (see 5.1.1.1) shall contain the following: <ul style="list-style-type: none"> • date and time • possible outcomes • the customer's stake • the licence holder's stake • the outcome
3	The gambling system shall create analyses and reports with the purpose of disclosing match fixing.
4	The gambling system shall display the results of events for which bets have been offered.

6 Management

6.1 General

6.1.1 Activation and deactivation of games

1	The gambling system shall provide means to activate and deactivate individual games immediately.
2	The gambling system shall provide means to activate and deactivate all games immediately.
3	Information about activation and deactivation shall be saved in a log.
4	When a game is deactivated, the customer shall be able to complete any ongoing games.
5	When a multi-state game (i.e. a game which consists of several steps of action) is deactivated, customers shall be able to complete ongoing games at next login. If it is impracticable to do this, the customers shall be informed about this by the gambling system.

6.1.2 Incomplete games

1	<p>The gambling system shall allow the customer to complete any incomplete games.</p> <p>Guidance: Incomplete games include: (a) loss of communication, (b) system reboots, (c) games being deactivated/activated, (d) customer rebooting, (e) abnormal shutdown of client, etc. After reestablishment, the systems shall display the unfinished games to the customer.</p>
2	<p>The gambling system shall ensure that all incomplete games are accounted for, and that the customer knows the status of these games and his or her stake.</p> <p>Guidance: Stakes that are locked in incomplete games that can be completed shall be held in a separate account until the game is completed. Incomplete games shall be shown separately in the customer's gambling account.</p>
3	Incomplete games shall be decided upon within 90 days. The game rules and/or terms and conditions shall state what will happen with the customer's stake.
4	If the gambling system is unable to complete an incomplete game, the gambling system shall be able to calculate any amounts due to the customer.

6.1.3 Error handling procedures

1	The procedure for handling errors in the gambling system shall be described clearly in the game rules.
2	The gambling system shall record all system errors, including their cause and solution.
3	If a game cannot be completed because of an error, please refer to 6.1.2.
4	The gambling system shall be able to generate a report based on the data collected in accordance with 6.1.3.3.

6.1.4 Play sequence

1	The gambling system shall ensure that a customer cannot start a new game until the ongoing game is completed and all logs and balances have been updated.
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	Guidance: This does not prevent a customer from playing several different games at the same time.
2	The customer's game and/or account balance cannot be negatively affected in the event of breakdowns or rebooting of the gambling system or parts thereof.