

Order No [Click and insert number] of [Click and insert date] 2016

### **Order on land-based casinos<sup>1) 2)</sup>**

The following is laid down pursuant to § 17, § 41 (1, 2 and 3), and § 60 (1, 2 and 3) of the Gaming Act, No 848 of 1 July 2010, as amended by Act No 1574 of 15 December 2015:

#### Chapter 1

##### *Opening hours and set-up*

**§ 1.** The casino can stay open daily between the hours of 10.00 and 05.00.

*Paragraph 2* The Danish Gambling Authority may in the individual licence for casino operation lay down special rules on shorter or longer opening hours than specified in (1), if considerations of public order make this desirable.

**§ 2.** The casino shall maintain a joint entry area, though cf. § 41 on tournaments in a nearby location.

#### Chapter 2

##### *Registration and proof of identity*

**§ 3.** The casino must be familiar with the customer, in accordance with points 2-6, § 4 and § 8.

(2) The casino shall register information for every arriving customer, including name, address and personal ID number, or other similar information if the person in question does not have a personal ID number. The casino shall register the customer's time of arrival.

(3) The registered information shall be confirmed by the necessary identity document when the customer arrives at the casino. The scope of the documentation shall be determined on the basis of a risk analysis, so that the casino can determine that the customer is the person who the customer claims to be. The casino shall be able to satisfy the Danish Gambling Authority that the extent of the examination is sufficient in proportion to the risk of money laundering and financing of terrorism.

(4) The casino shall make registration as a customer conditional upon the customer acting exclusively on his own behalf.

*Paragraph 5.* In the event of any doubt as to whether information registered previously concerning the customer's identity is adequate, further proof of identity shall be requested. The same shall apply in the event of any suspicion that a transaction is connected to money laundering or the financing of terrorism.

(6) When the customer is registered, the casino shall collect information on the customer's intended extent of play.

#### **§ 4. The casino shall**

1) have adequate procedures in place to decide whether the player is a politically vulnerable person (cf. paragraph 2) residing in another country,

2) obtain the approval of senior management for the registration of such a customer,

3) take reasonable measures to obtain information on sources of property and income covered by the gaming activities for such a customer and

4) continue to monitor the customer relationship for such a customer on an ongoing basis.

(2) Politically vulnerable persons, cf. (1), shall be understood in accordance with the definition in § 4(1) of the Order on the natural and legal persons and products that may be exempted from the Act on preventative measures against money laundering of profits and the financing of terrorism and defining politically vulnerable persons.

§ 5. At the same time as the arrival of the customer, the casino must make a video registration of the guest in such a way as to ensure subsequent identification of the video recording with the registration specified in § 3(2-6).

§ 6. The information specified in §§ 3-5 may only be passed on to the police and the Danish Gambling Authority.

(2) The Police and the Danish Gambling Authority have access to the information recorded under §§ 3 and 4 if it is considered necessary, without court order while showing the necessary proof of identity.

§ 7. Customers shall show proof of identity during their visit to the casino on request of the Casino staff or the Danish Gambling Authority.

§ 8. The customer relationship shall be continuously monitored to ensure that the extent of play, including individual transactions, is consistent with the casino's knowledge of the

customer, including the customer's commercial and risk profile. In this context, it shall seek information concerning the origin of the funds if necessary. Documents, data and other information about the customer shall be updated continuously.

### Chapter 3

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

§ 9. The casino shall store the identity and control information regarding a registered guest covered by the Order, cf. Chapter 2, for at least 5 years from the date of the customer's visit to the casino, though cf. point 2.

(2) The video registration and video recording in accordance with § 5 shall be stored by the casino for 3 months from the time of the guest's visit to the casino, after which the casino shall delete the video recording.

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

(4) Should the casino cease trading, the last functioning management shall endeavour to ensure that the identity information, etc. continues to be stored in accordance with points 1 and 3. Should a company be wound up by intervention of the Probate Court, the Probate Court may decide that the identity information etc. shall be stored by another party than the last functioning management.

## Chapter 4

### *Registration of cheating players, etc.*

**§ 10.** If the casino detects cheating or other criminal offences under the rules of the Penal Code in connection with the progress of the games, it can register the persons committing or being an accessory to such acts if the acts are reported to the police at the same time. The registration can form the basis for refusing admission to the casino to the person(s) in question during the registration period.

(2) The police shall notify the casino concerning the final outcome of the criminal case. If the notification does not lead to any charge or a charge is withdrawn, the casino shall immediately delete the record in question. The same shall apply if the registered person is acquitted of the reported offence.

(3) Data registered in accordance with point 1 which shall not be deleted earlier under paragraph 2 shall be deleted no later than 5 years after the completion of the criminal proceedings.

## Chapter 5

### *Self-exclusion*

**§ 11.** On request of an individual, the casino shall register the identification information specified in § 3 with the information that the individual in question has excluded himself and should be refused entry to the casino.

(2) The request under (1), which must come from the individual himself, can be submitted either in writing or by personal application to the casino. Before the casino registers a self-exclusion, it must have a signed and dated statement from the individual on the self-exclusion

requested. The casino shall make it possible for individuals to sign this statement at the entrance to the casino.

(3) Registration in accordance with (1) shall according to the request from the individual have either a temporary or permanent effect of exclusion from the casino. A temporary exclusion may not be for less than 30 days.

(4) In the case of a permanent exclusion, the individual may at any time request the casino to delete it, though no less than one year after the registration. The request for deletion shall be submitted under the same rules as those referred to in (2). The information on the register shall be deleted automatically 5 years after it is recorded, even without a request from the registered person.

(5) If a person has excluded himself, the casino shall inform the person on the availability of advice and treatment for gaming addiction at a Danish treatment centre and on the option to be registered in ROFUS.

**§ 12.** The Danish Gambling Authority shall keep a register of voluntary excluded players (ROFUS) who want temporary or permanent exclusion from the Danish land-based casinos. A person may have himself registered in ROFUS on the Danish Gambling Authority's website or by applying to the Danish Gambling Authority. The person shall give explicit permission to being registered in ROFUS.

(2) At the same time as the casino's registration under § 3(2), the casino shall inform ROFUS to ensure that the person in question has not been registered. If a person is registered in ROFUS, he shall be refused access to the casino.

(3) A person who has been registered in ROFUS as having been permanently excluded may at any time, but at least 1 year after registration, request the National Gaming Authority to delete him from the register.

(4) Points 1-3 do not apply to persons who in accordance with § 3(2) have been registered without a personal ID number.

**§ 13.** The casino shall take measures to avoid sending marketing material to persons who have excluded themselves from the casino or who are registered in ROFUS.

## Chapter 6

### *Information requirements*

**§ 14.** The casino shall provide information in writing in a prominent position in the entrance area on:

- 1) the fact that it is not permitted for persons under the age of 18 to have access to the casino,
- 2) responsible gaming and the potentially deleterious effects of gaming,
- 3) contact addresses of Danish treatment centres for gaming addiction,
- 4) the house rules of the casino, by which is meant rules for access to and presence in the casino,
- 5) the fact that tipping in the casino is voluntary,
- 6) the possibility and effect of self-exclusion from gaming in the casino in accordance with §§ 11 and 12 and
- 7) how the casino handles complaints, cf. § 59, including where persons can take a complaint.

(2) Information under point 1(2) shall be developed in cooperation with a treatment centre for gaming addiction.

**§ 15.** At the individual gaming tables and the individual gaming machines that pay out winnings, the casino shall inform in writing on

- 1) the minimum and maximum stakes, cf. § 22(3),
- 2) the casino rules for conducting individual games and
- 3) how the casino handles complaints, cf. § 59, including where persons can take a complaint.

**§ 16.** The following shall appear on the home page of the casino:

- 1) That it is not permitted for persons under the age of 18 to have access to the casino.
- 2) That the casino has a licence from and is under the supervision of the Danish Gambling Authority, and a link to the Danish Gambling Authority's home page shall be provided.
- 3) Information developed in cooperation with a treatment centre for gaming addiction on responsible gaming and the potential deleterious effects of gaming.
- 4) Information on the possibility of registration with RUFUS, cf. § 12(1), and a link to the register on the Danish Gambling Authority's home page shall be provided.
- 5) Access to a self-administered test for gaming addiction.



6) Information on and contact addresses of Danish treatment centres for gaming addiction.

(2) The information in (1) shall be placed in a prominent area on the website and must be accessible from all pages on the website.

§ 17. The information specified in §§ 14-16 shall appear in Danish and English.

§ 18. When marketing games are covered by the casino licence, it shall be clearly and explicitly stated who has the licence to offer the games.

(2) The cooperation partners, sponsors, etc. of the casino may not appear as providers of the games.

## Chapter 7

### *Forms of payment, stakes and exchanges*

§ 19. The casino may only receive payments in cash, cheques or payments from a payment services provider that provides such services legally in Denmark pursuant to the Act on Payment Services and Electronic Money.

§ 20. Stakes in games shall be made in game tokens, which must be marked with the individual logo of the casino.

(2) Paragraph 1 does not apply to prizes in gaming machines that pay out winnings.

§ 21. The customers of the casino can use the gaming tokens within the area of the casino

as payment for tobacco, food and drink.

(2) Gaming tokens accepted as payment under (1) must be exchanged daily at the casino's exchange booth before the casino closes.

§ 22. A player may not stake less than DKK 5 or more than DKK 50 000 per bet, though see (2).

(2) A customer may not stake less than DKK 1 or more than DKK 20 per bet when playing on gaming machines that pay out winnings.

(3) The casino shall determine minimum and maximum stakes for each of the individual games in accordance with the minimum and maximum rates specified in (1) and (2).

§ 23. The exchange of cash for gaming tokens can be made at the casino's exchange desk and at the gaming tables.

(2) The exchange of cash for gaming tokens at the gaming tables may only be done if the cash is immediately placed in a cash box in the gaming table by the croupier.

(3) When exchanging cash at the gaming tables, the entire amount of cash shall be exchanged for tokens.

§ 24. Tokens may only be exchanged for cash. This exchange shall take place at the exchange desk of the casino.

(2) Irrespective of (1), the Danish Gambling Authority may allow, under special circumstances, tokens to be paid out by cheque or through a financial institution.

§ 25. The casino may not exchange or swap gaming tokens between the individual gaming

tables.

## Chapter 8

### *Payment and saving of prizes*

§ 26. Prizes from games shall be paid out in gaming tokens, though cf. (2)-(4).

(2) Payment of a prize from gaming machines that pay out winnings and from tournaments shall be in cash or vouchers that can be exchanged for cash, if the prize does not exceed DKK 20 000.

(3) Payment of a prize from gaming machines that pay out winnings and from tournaments can also take the form of a cheque issued to the player in question, if the prize is between DKK 20 000 and DKK 150 000.

(4) Payment of a prize from gaming machines that pay out winnings and from tournaments shall be in the form of a cheque issued to the player in question if the prize exceeds DKK 150 000.

(5) Two of the staff of the casino shall certify that the prize that is paid out by cheque has been won on a gaming machine or in a tournament in the casino and that the player who receives the prize paid by cheque has shown identification in connection with the issuance of the cheque. The casino must retain certifications and a copy of issued cheques for 5 years.

§ 27. The casino shall on request by a customer store cash amounts in accordance with § 24(1) and § 26(2 and 3). The casino shall issue a receipt to the guest as documentation for the storage. The casino must retain a copy of the receipt for 5 years.

Chapter 9

*Inventory and accounting, etc.*

**§ 28.** Before the casino opens, the cash and gaming tokens at the exchange desk shall be added up.

(2) When the casino closes, the cash and gaming tokens at the exchange desk shall be added up.

(3) When the gaming tokens are added up under (2), the total stock of gaming tokens may not be changed, unless it is shown by the casino's daily accounts, cf. § 34, that a change has been made to the stock of gaming tokens.

**§ 29.** Before each gaming table opens,

1) the gaming tokens at the table shall be added up and reconciled with the stock determined for the table,

2) it is ensured that the cash box and tronc are securely locked and

3) it is ensured that playing cards for use in the relevant game are available at the table.

(2) Boxes, cf. point 1(2), shall only be accessible by opening two different locks. No single person may be in possession of the keys to both locks.

**§ 30.** The content of the gaming table box shall be counted up every day.

(2) After a gaming table has been closed, the contents of the gaming table's cash box must be counted before the gaming table is opened again.

**§ 31.** Counting, etc. in accordance with §§ 28-30 shall be undertaken and certified by at least two of the casino staff.

§ 32. Counting during transfers and exchanges between the individual gaming tables and the exchange desk shall be monitored and certified by at least two of the casino staff. The certification shall be given on a form, an original or a copy of which shall be placed in the gaming table's cash box and in the exchange counter respectively.

§ 33. When the individual gaming table is closed, the stock of gaming tokens for that table shall be stored in a locked box.

(2) It shall only be possible to remove the gaming tokens in the box, cf. point 1, by opening two different locks. No staff member may be in possession of the keys to both locks.

§ 34. The casino must keep daily accounts.

(2) The accounts, cf. point 1, shall contain information on

- 1) how much cash was in the box in each individual gaming table,
- 2) the value of the gaming tokens reserved for the poker jackpot,
- 3) how much cash was exchanged for tokens at each individual exchange desk,
- 4) how many tokens were exchanged for cash at each individual exchange desk,
- 5) payouts made by cheque or through a financial institution and
- 6) the total value of gaming tokens exchanged at the exchange desk according to

§ 21(2).

(3) The accounts shall be monitored and certified by at least two of the casino staff.

§ 35. The casino shall store the certifications under §§ 31-34 for 5 years.

## Chapter 10

### *The tronc*

§ 36. If tips are given, this shall be in the form of gaming tokens that are placed in special holders (the tronc) installed for this purpose.

(2) The tronc can only be placed at the individual gaming table, at the casino's exchange counter and at the casino's exit. If the tronc is placed at a gaming table, it must be positioned opposite the end of the table to where the cash box specified in § 23(2) is located.

§ 37. The contents of the tronc must be counted daily. After a gaming table has been closed, the contents of the gaming table's tronc must be counted before the gaming table is opened again. After the casino closes, the contents of the tronc at the exchange counter and at the casino's exit shall be counted before the casino opens again. The accounts shall be monitored and certified by at least two of the casino staff.

(2) An account must be kept for each tronc showing the total value of the tokens that were in the tronc on each day. The account must be certified by the staff named in point 1(4).

(3) The casino shall store the certification and account under §§ 1-2 for 5 years.

## Chapter 11

### *Rules relating to the casino staff*

§ 38. An employee may not engage in games at the casino other than in cases where the employee's function at the casino is to participate in operating the game.

§ 39. An employee may not accept gifts or other beneficial services from casino guests, though see § 36.

§ 40. The rules in §§ 38-39 also apply to the licence holder for operation of the casino and the directors and members of the board of a company which has been granted a licence to operate a casino.

## Chapter 12

### *Special rules for tournaments*

§ 41. The Danish Gambling Authority may irrespective of § 2 permit tournaments to be held in a nearby location in special individual cases.

§ 42. Tournaments jointly organised by casinos and the holding of tournaments that are part of a series of international tournaments shall be reported to the Danish Gambling Authority. The notification shall be made in writing at least 4 weeks before the tournament is held.

(2) In connection with the conduct of tournaments under (1), the Danish Gambling Authority may permit the casino to set up additional gaming tables beyond those that are specified in the individual licence for casino operation.

## Chapter 13

### *Delivery of data and certification*

§ 43. The casino shall comply with the requirements for the control system and the gaming system, etc. that follow from Annex 1.

§ 44. The casino's gaming systems, technical gaming equipment, business procedures and business systems shall be certified by an accredited testing establishment before their use for casino operation.

(2) The Danish Gambling Authority may impose requirements for the certification and with regard to how testing companies are to be accredited.

## Chapter 14

### *Electronic monitoring*

§ 45. The casino shall have electronic monitoring of

- 1) all transactions at the exchange desk,
- 2) all transactions connected with the conduct of all games at the gaming tables and
- 3) all forms of counting pursuant to this Order.

(2) There must always be at least one person present who can operate the electronic monitoring during the whole of the casino's opening hours.

§ 46. Recordings pursuant to § 45(1) shall be stored for 60 days after the recording was made. The casino shall then delete the recordings.

(2) Irrespective of (1), the casino shall keep recordings which form part of the handling of a complaint pursuant to the rules in § 59 for at least 2 years. On the request of a complainant, the casino shall issue the complainant a copy of the recordings relating to the conduct of games that are relevant to the complaint.

(3) Recordings pursuant to (1) may not be disclosed to others, except as specified in (2) and § 6(1).



Chapter 15

*Self-monitoring*

**§ 47.** The casino must ensure daily that the gaming technology equipment works flawlessly.

**§ 48.** The casino must have a reliable self-monitoring programme in the form of a written description of the fixed internal rules and procedures to ensure that the gaming legislation, including the provisions in this Order, is complied with.

(2) The self-monitoring programme shall contain rules and procedures for the following:

- 1) Registration of persons who wish to be excluded under the rules in §§ 11 and 12.
- 2) Which staff are to deal with the payout of prizes, counts, exchanges and holding of keys for the cash boxes and trunks, etc. cf. § 29(2).
- 3) Counting of playing cards, gaming tokens and cash, together with the certification of these.
- 4) The stock of gaming tokens at the individual gaming tables.
- 5) The handling of any discrepancies during the counting of playing cards, gaming tokens and cash.
- 6) Exchanges and prize payments, including prize payments by cheque and bank transfer, with certification of these.
- 7) Locking of handling of the individual cash boxes and trunks for the individual gaming tables.
- 8) The daily inspection of the technical gaming equipment, cf. § 47.
- 9) Electronic monitoring.
- 10) Accounting, including certification thereof.

(3) The casino shall prepare a record of authority, which shows which staff are authorised under (2) No 2.

(4) The casino shall ensure that staff engaged in actual casino activities are made aware of the self-monitoring programme.

(5) The casino shall introduce, follow and document the rules and procedures following from (2).

## Chapter 16

### *Awareness, investigation and information obligations*

§ 49. The casino and its staff who are engaged in actual casino activities shall be aware of the activities of players which, by their nature, are particularly considered to be potentially connected to money laundering or the financing of terrorism. This shall apply in particular to complicated or unusually large transactions and to all unusual transaction patterns, viewed in relation to the player, as well as to transactions connected to countries or territories where statements from the Financial Action Task Force suggest that there is a particular risk of money laundering or the financing of terrorism.

(2). The purpose of the activities and transactions specified in (1) shall be investigated and the results thereof shall be noted and stored, so that they can be found in one place for at least 5 years after the transactions were carried out.

§ 50. Should there be any suspicion that a transaction or application is or has been connected to money laundering or the financing of terrorism, the casino shall investigate the transaction or application thoroughly. In the event that such suspicion cannot be disproved,

the Public Prosecutor for Serious Economic and International Crime must be notified immediately.

(2) In the event that such suspicion concerns money laundering or the financing of terrorism and the transaction has not yet been carried out, it shall remain pending until it has been reported pursuant to (1). If the transaction cannot be avoided, or if doing so is deemed detrimental to the investigation, the report shall instead be issued immediately after the transaction.

§ 51. If the Danish Gambling Authority becomes aware of circumstances that are presumed to be connected to money laundering or the financing of terrorism, it shall notify the Public Prosecutor for Serious Economic and International Crime.

## Chapter 17

### *Confidentiality and liability*

§ 52. The casino, its staff and its management shall not be held liable in any way for reports and information that the casino gives in good faith pursuant to § 50. The passing on of information in this context shall not be regarded as a breach of any confidentiality obligation.

§ 53. The casino's management, security personnel and other staff who are engaged in actual casino activities, as well as accountants and others who perform specific duties for the casino, are obliged to keep secret that information has been or will be given pursuant to § 50, or that an investigation has been or will be launched as to whether money laundering of profits or the financing of terrorism is involved.

(2) Information to the effect that a report has been issued pursuant to § 50, or that this is being considered, or that an investigation into whether money laundering or the financing of terrorism is involved is being or will be launched may, however, irrespective of (1) be passed on to the Danish Gambling Authority so that the Authority may process such information for use in the supervision of the casinos.

## Chapter 18

### *Internal rules, training, etc.*

§ 54. The casino shall prepare written internal rules on adequate monitoring and communication procedures, including customer registration and identification, awareness, investigation and noting obligations, reporting, storage of registrations, risk assessment, risk management, communication and control in order to forestall and prevent money laundering and the financing of terrorism.

(2) The casino shall also prepare training and instruction programmes for the casino staff, so that the rules in Chapters 2, 3, 16 and 17 are complied with.

(3) The casino shall ensure that staff engaged in registration, exchange and actual casino activities are made aware of the internal rules under (1) and the obligations set out in this Order and in gaming legislation.

(4) Every quarter, the casino shall send information to the Danish Gambling Authority concerning the number of reports to the Public Prosecutor for Serious Economic and International Crime, and how many employees have undergone training and instruction programmes pursuant to (2).

## Chapter 19

### *Annual accounts and audit, etc.*

§ 55. The casino shall, to the extent it is not covered by other rules in other legislation on bookkeeping, submitting annual financial statements, etc. perform bookkeeping and prepare annual financial statements consisting of a balance sheet, profit and loss account and notes in accordance with the rules in, or established pursuant to, the Danish Bookkeeping Act. The casino shall also prepare an annual report.

(2) The annual accounts must be prepared so that they are approved, and have been certified by the auditors, no later than 6 months after the end of the accounting period.

§ 56. If an audit is not required under other legislation, the casino shall appoint at least one publicly authorised auditor.

§ 57. In connection with its review of the accounting material and the casino's general circumstances, the auditor shall comply with the requirements set down by the Danish Gambling Authority regarding the audit.

(2) The auditor shall in the certification report information that the auditor considers important for the Danish Gambling Authority to know.

§ 58. The casino shall send a copy of the audited annual accounts and a copy of the annual report to the Danish Gambling Authority no later than 30 days after approval by the General Meeting.

## Chapter 20

### *Complaints*

§ 59. A complaint to the casino from a customer shall contain information about the complainant's identity and the grounds for the complaint.

(2) If a complaint is made verbally, the casino shall note the information specified in (1).

(3) The casino shall process the complaint as soon as possible. If the complaint is not settled within 14 days, the casino shall inform the complainant when he may expect a decision in the case. The complaint may be rejected if the requirements in (1) are not satisfied.

(4) The casino shall store documents involved in complaint cases, including documents in cases of rejected complaints, for at least 2 years.

## Chapter 21

### *Penalties*

§ 60. Unless a more severe penalty is warranted under other legislation, a person who intentionally or through gross negligence violates §§ 1-6, 8-20, § 21(2), §§ 22-42, § 44(1), §§ 45-50, § 53(1), §§ 54 and 55, § 56(1), § 57(1), and §§ 58 and 59 shall be punished by a fine.

(2) In the case of gross or extensive intentional violations of §§ 3 and 4, 6-8, § 9 (1, 3 and 4), §§ 49 and 50 and 52-54, the punishment may increase to imprisonment for up to 6 months.

(3) Companies, etc. (legal persons) may be rendered criminally liable in accordance with the rules of Chapter 5 of the Penal Code.

## Chapter 22

### *Entry into force, etc.*

**§ 61.** This Order shall enter into force on 1 July 2016.

(2) Order No 1303 of 15 December 2011 on land-based casinos is repealed.

**§ 62.** Persons who at the time of the entry of this Order into force are registered under the rules in § 5(1) of Order No 1303 of 15 December 2011 on land-based casinos may request that the registration is deleted according to the same rules as stated in § 11(2) of that Order.

(2) The request under (1) takes effect from and including eight days after the casino receives the request.

The Minister for Taxation, on

Karsten Lauritzen

/ Jeanette Rose Hansen

### **Official notes**

<sup>1)</sup> The Order includes provisions that transpose parts of Directive 2005/60/EC of the European Parliament and of the Council (the Money Laundering Directive).

<sup>2)</sup> The Order has been notified as a draft in accordance with Directive (EU) 2015/1535 of the European Parliament and of the Council of 9 September 2015.

## **Annex 1**

### **Technical requirements for the delivery of gaming data for land-based casinos**

#### **A. Introduction**

The licence holder shall on an ongoing basis deliver gaming data on the range of gaming machines that pay out winnings in land-based casinos to assist monitoring by the Danish Gambling Authority. This Annex describes the technical requirements that a licence holder shall fulfil to ensure the data basis for monitoring.

#### **B. Systems for the use of monitoring of games**

##### **B.1 Data storage to store gaming data**

The licence holder shall set up a data store to store gaming data. The licence holder's data store to store gaming data are designated SAFE. SAFE may not be a part of the gaming system.

The licence holder shall use the Danish Gambling Authority's "Tamper Token" system to ensure that gaming data are not changed while they are stored in SAFE. The licence holder must be able automatically to handle changes by the Danish Gambling Authority in the frequency of tokens.

The licence holder is responsible for the operation of SAFE and correction of errors.

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

##### **B.2 Daily reporting**

The licence holder shall store a report in SAFE each day that summarising certain data for the range of games offered on the respective day (End of day report). The summary shall be made in the game system and may not be undertaken on the basis of data already stored in SAFE.

#### **C. Requirements for audit trail**

The licence holder shall ensure there is an audit trail between the gaming data in SAFE and transactions in the game system. The audit trail shall ensure that the licence holder can identify every individual transaction in the game system and the standard record in which the



transaction has been reported to SAFE. It shall also be possible to make an identification from a standard record in SAFE to a given transaction in the licence holder's game system.

## **D. Requirements for SAFE**

### **D.1 Transfer and storage of data**

The licence holder shall transfer and store in SAFE gaming data for gaming machines that pay out winnings in land-based casinos. Gaming data shall be stored in standard records that can be read into the monitoring system of the Danish Gambling Authority.

The Danish Gambling Authority must be able to transfer gaming data, where required, from the licence holder's SAFE to the Danish Gambling Authority's own data store, for control purposes. The transfer is made over the internet using File Transfer Protocol Secure (FTPS), and the integrity of the data are checked using a Tamper Token.

The licence holder shall store gaming data in SAGFE for the last 12 months and store archived game data for a further 48 months on a digitally readable medium. The licence holder must, on request, be able to provide archived gaming data from the digitally readable medium mentioned to the Danish Gambling Authority within five working days.

Gaming data may not be deleted from SAFE before the required storage period has ended. Corrections in gaming data shall be made by delivering correcting gaming data.

### **D.2 Technical requirements for SAFE**

1. SAFE must be established on a separate server that is physically separated from the licence holder's gaming system.
2. Gaming data in SAFE must be separated logically and properly from any other data.
3. Licence holders must ensure that all gaming data are backed up as necessary. SAFE and the backup of SAFE must be geographically separated. Similarly, data storage on digitally readable media must be geographically separated from the backup of this data.
4. SAFE shall fulfil IT security requirements before it is taken into use as a data store at least at the minimum corresponding level as for the licence holders' gaming system pursuant to Chapter 13 of the Order on technical requirements, including the certification requirement.
5. The licence holder must ensure that the Danish Gambling Authority has online access to retrieve gaming data from SAFE for control purposes.

6. The licence holder shall establish access to SAFE via a secure access using FTPS with at least 8 Mbit/s.
7. SAFE shall be accessible 98.5 % of the time measured over a month.
8. If SAFE is inaccessible, gaming data must be collected and saved in SAFE once it is accessible again.

#### **E. Requirements for the business procedures of the licence holder**

The licence holder is responsible for preparing, documenting and following relevant business procedures intended to provide support and ensure that both the licence holder and any cooperation partners continuously comply with all the requirements of this Annex. The licence holder shall ensure that the business processes include monitoring of all components and data transmissions in the entire gaming system, including parts hosted by third parties, in order to ensure confidentiality, reliability and accessibility.

#### **F. Requirements for the controls and organisation of the licence holder**

The licence holder shall regularly check and develop documentation for compliance of all requirements in this Annex by both the licence holder and his cooperation partners. The staff and management of the licence holder shall develop procedures to ensure compliance with the requirements of the Annex and must at least have the following measures in place:

- Internal audits, which can be conducted periodically as well as by sample, depending on the importance of the requirement in question.
- External audits, when these may be required to ensure that applicable requirements are complied with.
- Procedures for handling and archiving control documentation.

If errors are detected by the licence holder and/or his cooperation partners, a report must be made to the Danish Gambling Authority within 5 working days. The reports shall include the licence holder's assessment of the consequences of the error.