

Standard report for inspection standards for lotteries

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<b>Licensee</b>	Name _____	Telephone number _____
	Address _____	
	Postal code and city _____	CVR-/SE-no. _____
	Contact person/E-mail address _____	

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<b>Certification dates</b>	Previous certification _____	Current certification _____	Expected date for the <i>next</i> certification _____
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Requirements for personnel at the testing organisation supervising and attesting the certification.

To ensure that the necessary qualifications are in place during the certification the testing organisation and their staff shall be able to document that the minimum requirements are fulfilled.

The employee(s) of the testing organisation can only supervise and attest the certification when the testing organisation fulfils the following requirements:

- 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.02.03.EN.1.0, and
  - c) Shall ensure that staff with sufficient qualifications will carry through the certification.
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<b>Testing organisation</b>	Name _____	Telephone number _____
	Address _____	
	Postal code and city _____	CVR-/SE-no. _____
	Contact person/E-mail address _____	
	Does the testing organisation have a valid accreditation?	
	Yes _____ No _____	<b>Note: Accreditation documentation must be enclosed. Alternatively, a link to accreditation is added here:</b>
	Link to accreditation: _____	

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<b>Supplier</b>	Name _____
Must only be filled in if the test organisation is using a supplier to perform the certification.	Address _____
	Postal code and city _____

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The certification must be carried out by employees with sufficient qualifications and to adequate professional standards. The work must be supervised, and the certification report attested. A number of employees who in conjunction meet the requirements can supervise the work and attest the certification together. Fill in the section below with information on a supervisor, who fulfil the requirements for each section (a,b and c). This can be one supervisor fulfilling all the requirements or different employees for each section.

**Requirements for supervisor**

(a) The person supervising and / or certifying this report must have a relevant education or other relevant qualifications

Name	Telephone number
_____	_____
E-mail address	
_____	
Education	Period
_____	_____
Other relevant qualifications	Period
_____	_____
_____	_____

(b) The person supervising and / or certifying this report must be certified:

Name \_\_\_\_\_

Name of certification	Tick
International Information Systems Security Certification Consortium (ISC) 2 Certified Information Systems Security Professional (CISSP).	
Payment Card Industry (PCI) Qualified Security Assessor (QSA)	
Information Systems Audit and Control Association (ISACA) Certified Information Systems Auditor (CISA)	

c) Information concerning a supervisor with five years of professional experience in inspecting gambling systems or a similar closely related subject area for an accredited or certified organisation

Name \_\_\_\_\_

Education	Period
_____	_____
Qualifications and experience with inspection gambling systems	Period
_____	_____
Qualifications and experience with inspection gambling systems	Period
_____	_____



### 3.1.2 Licence, supervision and labelling scheme

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.1.2.1					
3.1.2.2					
3.1.2.3					
3.1.2.4					

### 3.1.3 Complaints

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.1.3.1					

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## 3.2 Management of gambling accounts

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### 3.2.1 Customer registration

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.2.1.1					
3.2.1.2					
3.2.1.3					
3.2.1.4					
3.2.1.5					
3.2.1.6					

### 3.2.2 Customer verification process

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.2.2.1					
3.2.2.2					
3.2.2.3					
3.2.2.4					
3.2.2.5					
3.2.2.6					
3.2.2.7					

### 3.2.3 Customer access

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.2.3.1					
3.2.3.2					
3.2.3.3					
3.2.3.4					
3.2.3.5					
3.2.3.6					

### 3.2.4 Changes to customer data

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.2.4.1					
3.2.4.2					
3.2.4.3					
3.2.4.4					
3.2.4.5					

### 3.2.5 Activation and deactivation

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.2.5.1					
3.2.5.2					
3.2.5.3					
3.2.5.4					

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## 3.3 Responsible gambling

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### 3.3.1 Suspension

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.3.1.1					
3.3.1.2					
3.3.1.3					
3.3.1.4					

### 3.3.2 Customer self-limitation

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.3.2.1					
3.3.2.2					
3.3.2.3					
3.3.2.4					
3.3.2.5					
3.3.2.6					
3.3.2.7					
3.3.2.8					
3.3.2.9					
3.3.2.10					
3.3.2.11					

### 3.3.3 Customer protection information

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.3.3.1					
3.3.3.2					
3.3.3.3					
3.3.3.4					
3.3.3.5					
3.3.3.6					
3.3.3.7					
3.3.3.8					
3.3.3.9					

### 3.4 Funds and transactions

#### 3.4.1 Currencies

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.4.1.1					
3.4.1.2					

#### 3.4.2 Deposits

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.4.2.1					
3.4.2.2					
3.4.2.3					
3.4.2.4					
3.4.2.5					
3.4.2.6					
3.4.2.7					
3.4.2.8					
3.4.2.9					
3.4.2.10					

#### 3.4.3 Withdrawals

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.4.3.1					
3.4.3.2					
3.4.3.3					
3.4.3.4					
3.4.3.5					
3.4.3.6					
3.4.3.7					
3.4.3.8					
3.4.3.9					
3.4.3.10					

**3.4.4 Other customer transactions**

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.4.4.1					
3.4.4.2					
3.4.4.3					
3.4.4.4					
3.4.4.5					
3.4.4.6					
3.4.4.7					

**3.4.5 Adjustments etc.**

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.4.5.1					
3.4.5.2					
3.4.5.3					
3.4.5.4					

**3.4.6 Account statement etc.**

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.4.6.1					
3.4.6.2					
3.4.6.3					

**3.5 Reports**

**3.5.1 General**

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.5.1.1					
3.5.1.2					
3.5.1.3					
3.5.1.4					
3.5.1.5					
3.5.1.6					
3.5.1.7					
3.5.1.8					
3.5.1.9					
3.5.1.10					
3.5.1.11					
3.5.1.12					

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**4 General  
gambling  
functionality  
(online)**

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**4.1 Game execution**

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**4.1.1 General**

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
If these answers are used, submit the details in the appendix					
4.1.1.1					
4.1.1.2					
4.1.1.3					
4.1.1.4					
4.1.1.5					
4.1.1.6					

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**4.2 Visual presentation**

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**4.2.1 General**

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
If these answers are used, submit the details in the appendix					
4.2.1.1					
4.2.1.2					
4.2.1.3					
4.2.1.4					
4.2.1.5					
4.2.1.6					

**4.2.2 Game actions**

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
If these answers are used, submit the details in the appendix					
4.2.2.1					
4.2.2.2					
4.2.2.3					
4.2.2.4					
4.2.2.5					

**4.2.3 Outcomes**

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
If these answers are used, submit the details in the appendix					
4.2.3.1					
4.2.3.2					
4.2.3.3					

**4.2.4 Symbols**

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
If these answers are used, submit the details in the appendix					
4.2.4.1					

#### 4.2.5 Dice

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
4.2.5.1					
4.2.5.2					

### 4.3 Instructions and game rules

#### 4.3.1 General

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
4.3.1.1					
4.3.1.2					
4.3.1.3					
4.3.1.4					
4.3.1.5					

#### 4.3.2 Instructions, information and game rules

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
4.3.2.1					
4.3.2.2					
4.3.2.3					
4.3.2.4					
4.3.2.5					
4.3.2.6					
4.3.2.7					
4.3.2.8					
4.3.2.9					
4.3.2.10					
4.3.2.11					

#### 4.3.3 Return to players

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
4.3.3.1					

5.1.1 Activation and deactivation of games

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
5.1.1.1					
5.1.1.2					
5.1.1.3					
5.1.1.4					
5.1.1.5					
5.1.1.6					
5.1.1.7					

5.1.2 Incomplete games

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
5.1.2.1					
5.1.2.2					
5.1.2.3					
5.1.2.4					

5.1.3 Error handling procedures

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
5.1.3.1					
5.1.3.2					
5.1.3.3					
5.1.3.4					

5.1.4 Customer sessions and play sequence

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
5.1.4.1					
5.1.4.2					

5.1.5 Records, logs and data retention

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
5.1.5.1					
5.1.5.2					
5.1.5.3					
5.1.5.4					
5.1.5.5					
5.1.5.6					
5.1.5.7					
5.1.5.8					
5.1.5.9					

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**Further  
information**

Other information relevant for the Danish Gambling Authority shall be stated in the appendix.

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**Declaration and signature**

By my signature below I declare that the information supplied in this certification report is correct. I acknowledge that missing information or deliberate misinformation can lead to the certification report being rejected. Any changes in the supplied information shall be forwarded to the Danish Gambling Authority without delay.

Date	Name	Signature
_____	_____	.....

Date	Name	Signature
_____	_____	.....