

Standard report for inspection standards for lotteries

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

Certification dates	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.

Testing organisation	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 <input type="checkbox"/> No <input type="checkbox"/>	Note: Accreditation documentation must be enclosed. Alternatively, a link to accreditation is added here:
Link to accreditation:		

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

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

Supplier

It is the responsibility of the licence holder that their supplier(s) are certified. The testing organisation shall insure that the supplier(s) of the licence holder is certified to the Danish certification programme in a period covering the previous certification on to the current certification. Fill out the table below with information on any subcontractors' certifications.

Name of suppliers	Are all the requirements met? Yes/No

Requirements for the inspection of gambling functionality

In the table below it shall be recorded whether the various requirements have passed assessment. If the assessment of the requirement is not a pass the requirement shall be added to the list in appendix 1 with a description of why the requirements failed to pass assessment as well as when the failure was or is expected to be remedied. It is important that all failures are recorded even if the failure has been remedied before the submission of the certification report to The Danish Gambling Authority. A description of the requirements can be found in the *Inspection Standards for Online Casino*.

3 Gambling accounts

3.1 General

3.1.1 General terms and conditions of the licence holder

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.1.1.1					
3.1.1.2					
3.1.1.3					
3.1.1.4					
3.1.1.5					
3.1.1.6					
3.1.1.7					
3.1.1.8					
3.1.1.9					
3.1.1.10					
3.1.1.11					
3.1.1.12					

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					

3.2 Management of gambling accounts

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					

3.3 Responsible gambling

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					

4 General gambling functionality (online)

4.1 Game execution

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					

4.2 Visual presentation

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					

**Further
information**

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

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

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