

Spillemyndigheden's Certification Programme

Inspection Standards for Land-Based Betting

SCP.02.02.EN.2.0

**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

Requirements on how testing organisations obtain accreditation for inspecting the gambling system, business processes and business systems of the licence holder have been specified as well as requirements on how often inspection shall be done. These requirements are described in section 2 "Frequency and testing organisations".

The licence holder's gambling system shall have functionalities concerning general terms and conditions, funds and transactions as well as various reports. Requirements on this are described in section 3 "Gambling accounts".

There are requirements regarding the written presentation of e.g. game rules, stakes, winnings and return to player. Requirements on this are described in section 4 "Written presentation".

Besides the requirements on written presentation there are also general and specific requirements of the visual presentation. Requirements on this are described in section 5 "Visual presentation".

The gambling system shall have a number of general gambling functionalities in relation to completion of games. Requirements on this are described in section 6 "General gambling functionality".

On top of the required general gambling functionalities, there are special gambling requirements in relation to betting. Requirements on this are described in section 7 "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 8 "Management of gambling functions".

1.2 Version

The Danish Gambling Authority continuously revises the certification programme. The latest version and the version history are accessible at The Danish Gambling Authority's website.

Date	Version	Description
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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.
2020.01.01	1.3	Spillemyndigheden has removed the requirement saying the ATO's accreditation must refer to a specific version cf. section 2.2.
2023.01.01	2.0	The structure in the document has changed, so the main sections now appear in the following order: Written presentation, visual presentation, general gambling functionality and special gambling functionality. Update of requirements for accredited testing organisations and staff. Furthermore, general adjustments and specifications have been made.

When a new version of the certification programme is released, The Danish Gambling Authority will, if necessary, publish guidelines for a transition period and validity of already completed inspections.

It must be emphasised that only the Danish version is legally binding. 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 Frequency and testing organisations

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 be certified before a licence to offer games can be issued, unless the Danish Gambling Authority has informed otherwise. See section 2.1.3 in the general requirements for further information.

2.1.2 Renewed inspection

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

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The standard report, which documents the renewed inspection, must be in the Danish Gambling Authority's possession no later than two months after the inspection was done.

A renewal of the inspection may be based on sampling, spot checks and compliance with the requirements set out in the document "SCP06.00.DK - Change Management Programme".

2.1.3 Postponement of renewed inspection

The licence holder can choose to postpone the inspection up to two months from the time where a new inspection should have been completed. The new inspection must be finalised no later than 14 months after the latest inspection and the standard report must be submitted to The Danish Gambling Authority within the same deadline.

The Danish Gambling Authority must be notified before the inspection is postponed.

The deadline for renewal of inspection 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 inspection is due 10 months later. The time for the next inspection shall be reflected in the standard report.

The option to postpone the inspection only applies to the licence holder. This means that the option does not apply to any suppliers the licence holder may have.

2.2 Accredited testing organisations

To ensure that the necessary qualifications are in place during the certification the testing organisation and their staff shall fulfil the requirements in this section.

2.2.1 Requirements for accredited testing organisations

Inspection of land-based betting shall be conducted as accredited inspection by an inspection body, who is accredited as type A after ISO/IEC 17020 for inspection or ISO/IEC 17065 referring to Spillemyndighedens Certification Programme SCP.02.02.DK. Accreditation shall be done by DANAK (the Danish Accreditation Fund) or a similar accreditation body, who is co-signer of EA's (European co-operation for Accreditation) multilateral agreement on reciprocal recognition regarding inspection, or for inspection bodies outside EA's jurisdiction, by an accreditation body, who is co-signer of ILAC's (the International Laboratory Accreditation Cooperation) multilateral agreement on reciprocal recognition regarding inspection.

Documentation for the accreditation shall be enclosed with the certification. Alternatively, a link to the accreditation can be provided in the certification report.

2.2.2 Requirements for personnel who performs inspections

The certification work shall be carried out by staff with sufficient qualifications cf. section 6 in ISO/IEC 17020 and/or section 6 in ISO/IEC 17065, which means that the accredited testing organisation shall hire sufficiently qualified, competent and experienced personnel.

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2.2.3 Requirements for personnel who supervise inspection and attest the certification report

Inspection shall be supervised, and the certification report shall be attested by one or more persons who warrant(s) that inspection 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) have at least five years of professional experience in inspecting gambling systems and
- c) Shall be certified as:
 - International Information Systems Security Certification Consortium (ISC)2 Certified Information Systems Security Professional (CISSP), or
 - Information Systems Audit and Control Association (ISACA) Certified Information Systems Auditor (CISA).

See section 2.2 in the general requirements for further information.

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 holder's 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 Written presentation

4.1 Written information, game rules and instructions

4.1.1 General

1	All written information, game rules and instructions shall be true and unambiguous.
2	Written information, game rules and instructions shall be in Danish and be both grammatically and syntactically correct. Guidance: This does not prevent translation of written instructions into other languages.
3	The base version language is Danish (if several languages are used). Exception: If games are offered in Greenland, the basic language can be Greenlandic.
4	All written information, game rules and instructions must be the same in all language versions and must be displayed in the language chosen by the customer.

4.1.2 Game rules and instructions

1	All games must have associated game rules and instructions for all aspects of the game. Guidance: In relation to "all aspects", for example, it must generally be stated what the consequences for loss of communication to the game are, and in rules for card games, it must be stated, for example, how often the cards are shuffled. "All aspects" must thus be interpreted broadly.
2	The gaming system must ensure that the rules and instructions (including restrictions on gaming and how the customer plays) are easily accessible from all gaming sites related to the game.
3	Game rules and instructions must be available to the customer through the same media and on the same device used to play the game.
4	Game rules and instructions shall be available without it being necessary to place a stake (see 6.1.1.3).
5	Game rules and instructions shall be available during the entire game. Guidance: Playing instructions shall be visible and readily accessible in all situations.
6	Game rules and instructions may not change during the course of the game, unless the game temporarily changes character (see 4.1.2.7)
7	If a game temporarily changes character when it is played, the game rules and instructions shall be changed correspondingly

4.2 Stakes and winnings

4.2.1 Information about stakes and winnings

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 clearly display all possible winnings, all possible combinations of winnings and the biggest possible win for the different stakes.
4	The game rules must contain adequate information about all features thereby increasing the chances of winning and the winning sizes in the individual game.
5	The gambling system shall clearly display the maximum stake.
6	The gambling system shall clearly display the minimum stake.

4.3 Return to players

4.3.1 Information about return to players

1	<p>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.</p> <p>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.</p>
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5 Visual presentation

5.1 Graphics

5.1.1 General

1	The gambling system must ensure that the name of the game is visible to the customer in all contexts.
2	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.
3	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.

5.1.2 Outcomes and winnings

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.

6 General gambling functionality

6.1 Game execution

6.1.1 General

1	Games must always be settled in accordance with the applicable game rules.
2	The gambling system shall ensure that participation in all games is subject to informed consent. Guidance: It is not permitted to force customers to participate in a game just by selecting it (customers cannot be forced to play).
3	The gambling system shall ensure that all instructions derived from the customer's actions are based on informed consent. Guidance: Repeated clicks on an action button, e.g "buy bet", must not be queued, so the player buys the bet several times. The customer must have a reasonable time to find out about the consequences of the customer's action.

7 Special gambling functionality

7.1 Betting

7.1.1 General

1	The gambling system shall keep an updated log of all games provided in accordance with a licence issued by The Danish Gambling Authority.
2	As a minimum, the log (see 7.1.1.1) 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.

8 Management of gambling functions

8.1 General

8.1.1 Activation and deactivation of games

1	The gambling system shall provide means to deactivate individual games immediately.
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2	The gambling system shall provide means to 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 states) is deactivated, customers shall be able to complete ongoing games at next login. This option may lapse after a period of not less than 90 days, if it is specified in the rules. (see 8.1.2.3)

8.1.2 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> <p>Guidance: A situation where a customer loses the connection to a peer-to-peer game due to reasons not attributed the license holder is not considered an incomplete game for the customer.</p>
2	<p>The gambling system shall ensure that all incomplete games are accounted for, and that the customer has easy access to the status of these games including his or her stake.</p> <p>Guidance: Unfinished games and the stakes in such games must appear separately on the customer's gambling account</p>
3	Incomplete games shall be decided upon within 90 days from the time the game was interrupted. 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 according to the game rules.

8.1.3 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 immediately record all system errors. Cause and solution are registered when these are known.
3	If a game cannot be completed because of an error, please refer to 8.1.2.
4	The gambling system shall be able to generate a report based on the data collected in accordance with 8.1.3.3.

8.1.4 Play sequence

1	<p>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.</p> <p>Guidance: This does not prevent a customer from playing several different games at the same time.</p>
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. See the requirements of

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	incomplete games in section 8.1.2.
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