

The Danish Gambling Authority's Certification Programme for betting and online casino



Requirements for base platform – SCP.02.00.EN.1.0

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Objectives of the re- quirements for base platform

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Requirements for the base platform shall ensure, that the base platform has functions to support several significant considerations in the Danish Gambling Act by for instance setting requirements for handling of player accounts including customer registration, customer identification process, handling of player funds, responsible gambling, and logging of gambling and gambling account transactions.

This document contains both test requirements and inspection requirements. From each requirement it is shown if the requirement is to be tested. These requirements are marked with: **[TEST]**. If this marker is not shown, then the requirement is to be inspected. Please notice there are different requirements for the accreditation of testing organisations dependent on whether a requirement shall be tested or inspected. See section 2.2.1 Requirements for testing organisations.

1.1 Version

Version 1.0 of 2025.01.01

- First version of the requirements for base platform, which is based on the previous inspection standards. Contrary to the inspection standards this document exclusively contains requirements for the gambling account and basic platform functions. All game specific requirements are moved to SCP.07.

The Danish Gambling Authority continuously revises the certification programme for betting and online casino. The latest version is accessible at The Danish Gambling Authority's website.

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 tests.

It must be emphasised that only the Danish version is legally binding. The English version holds the status of guidance only.

1.2 Applicability

This document is applicable for provision of online- and land-based betting (§ 11 in the Danish Gambling Act) and provision of online casino (§ 18 in the Danish Gambling Act)

For online bingo offered via television the following requirements does not apply:

- Section 3: 3.1.1.9, 3.2.2.2, 3.2.2.6, 3.2.3, 3.2.4.1, 3.2.4.2, 3.2.6, 3.3.1.1, 3.3.1.2, 3.3.1.3, 3.3.1.4, 3.3.1.5, 3.3.1.10, 3.3.1.11, 3.3.1.12, 3.4, 3.5
- Section 4: 4.1.2.1, 4.1.2.2, 4.1.2.4, 4.1.2.5
- Section 5: 5.1.1, 5.1.2, 5.1.3, 5.1.4.3, 5.1.4.4

Frequency and testing organisations

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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 First certification

The base platform shall be certified before a licence to offer games can be issued unless the Danish Gambling Authority has informed otherwise. See section 2.1.2 in the general requirements for further information.

The standard report for SCP.02.00 shall be used as documentation for the first certification.

2.1.2 Renewed certification

The base platform shall, as a rule, be certified again within 12 months from the latest certification. The standard report must reflect when the renewed test and inspection has been completed.

The standard report for SCP.02.00 is used as documentation for the renewed certification. The report must be in the Danish Gambling Authority's possession no later than two months after the test and inspection was done.

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

2.1.3 Postponement of renewed certification

The licence holder can postpone the certification up to 2 months from the time where a new test and inspection should have been completed. The new test and inspection must be finalised no later than 14 months after the latest test and inspection and the standard report must be submitted to The Danish Gambling Authority within 14 months from the latest test and inspection.

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

The deadline for renewal of the certification is shortened with the equally amount of time the former 12-month deadline has been postponed. If you for instance make use of the maximum two months postponement, then the next test and inspection is due 10 months later. The time for the next test and inspection shall be reflected in the standard report.

2.2 Accredited testing organisations

To ensure that the necessary qualifications are in place when the test and inspection is completed the testing organisation and their staff shall fulfil the requirements in this section.

2.2.1 Requirements for testing organisations

Test of the base platform shall be conducted as accredited testing by a lab, who is accredited after ISO/IEC 17025 or ISO/IEC 17065 referring to The Danish Gambling Authority's

Certification Programme for betting and online casino SCP.02.00.DK. It appears from each requirement if it is to be tested. "Test" meaning whether the functionality in question works as intended. These requirements are marked with: **[TEST]**.

Inspection of the base platform 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 The Danish Gambling Authority's Certification Programme for betting and online casino SCP.02.00.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 testing, or for labs 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 testing.

Link to the testing organisation's accreditation shall be provided in the game certificate.

2.2.2 Requirements for personnel who performs the test and inspection

Test and inspection shall be carried out by staff with sufficient qualifications cf. section 6 in ISO/IEC 17020, section 6 in ISO/IEC 17025 or section 6 in ISO/IEC 17065, which means that the accredited testing organisation shall hire and educate sufficiently qualified, competent, and experienced personnel.

2.2.3 Supervision and attest of the standard report

Testing and inspecting shall be supervised cf. the requirements for supervision in section 2.3 in the general requirements. It is the supervisors responsibility to sign the standard report, and thereby warrant that testing has been completed in an appropriate professional manner.

Gambling accounts

3

3.1 General

3.1.1 General terms and conditions of the licence holder

1	The base platform shall require customers to accept the terms and conditions of the licence holder upon registration.
2	The base platform may only allow the customer to play for money when he or she has accepted the terms and conditions of the licence holder. The base platform shall record this action in a log.
3	It shall be stated in the licence holder's terms and conditions that the customer is entering into a contract with the licence holder.
4	It shall be stated in the licence holder's terms and conditions that a Danish licence is only valid in Denmark (and possibly Greenland).
5	It shall be stated in the licence holder's terms and conditions that the customer is giving the licence holder consent to obtain information for verification of the customer's identity.
6	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.
7	It shall be stated in the licence holder's terms and conditions how customer complaints are dealt with.
8	It shall be stated in the licence holder's terms and conditions how sensitive personal information is handled.
9	<p>It shall be stated in the licence holder's terms and conditions how funds in gambling accounts which are no longer being used are handled, including funds on:</p> <ul style="list-style-type: none"> • passive gambling accounts • suspended gambling accounts • gambling accounts of self-excluded players <p>Guidance: A passive gambling account is a gambling account, which has not been used in a period. The period is determined by the licence holder.</p>
10	It shall be stated in the licence holder's terms and conditions how the customer may exclude him- or herself and impose deposit limits.
11	It shall be stated in the licence holder's terms and conditions that it is not possible to play on credit.
12	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 Licence, supervision, and labelling scheme

1	It must appear from the homepage of the licence holder's website or user interface that the licence holder holds a licence from and is subject to supervision by The Danish Gambling Authority and there must be a link to The Danish Gambling Authority's website.
2	The Danish Gambling Authority's label must be placed on the licence holder's website or user interface.
3	The Danish Gambling Authority's label must be placed on the homepage of the licence holder's website.
4	On other pages besides the homepage of the licence holder's website The Danish Gambling Authority's label must be easily visible for the player.

3.1.3 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).
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	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.
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3.2 Management of gambling accounts

3.2.1 Customer registration

1	<p>During the registration process, the base platform shall collect and save the following information about the customer:</p> <ul style="list-style-type: none"> • full name • civil reg. no. (CPR) • country of residence <p>Guidance: For the period between customer registration and customer verification cf. section 3.2.2 the licence holder can allow the customer to gamble from a temporary gambling account.</p> <p>Guidance: If the customer does not have a civil reg. no., the base platform should receive an ID number from a document issued by the home country of the customer which will constitute identification (e.g. driving licence, passport or the like).</p> <p>Guidance: If the customer does not have a civil reg. no., the customer's date of birth shall be recorded and saved.</p>
2	<p>The base platform shall ensure that the customer is 18 years of age or older.</p> <p>Guidance: The base platform shall not apply temporal data from the customer's unit to calculate the age.</p>
3	The base platform shall register the time of receipt of the identification data.
4	The base platform shall confirm that the customer is not registered in The Danish Gambling Authority's Register of Self-excluded Persons (ROFUS).
5	<p>The base platform must ensure that the transfer for the customer's registration data takes place through an encrypted connection (such as SSL).</p> <p>Guidance: Player registration is done using an internet connection, but for online bingo offered via television the registration can be done over the phone, and in this situation the requirement for encryption does not apply.</p>

3.2.2 Customer verification process

1	<p>The base platform must save the following documentation of the customer verification:</p> <ul style="list-style-type: none"> • full name • civil reg. no. (CPR) • country of residence <p>Guidance: If the customer does not have a civil reg. no., the base platform shall store a copy of a document issued by the home country of the customer which will constitute proof of identity (e.g., driving licence, passport or the like).</p>
2	<p>The base platform shall only permit participation in games by a gambling account when the customer verification process has been correctly completed.</p> <p>Guidance: This does not exclude participation in games from temporary gambling accounts.</p>
3	If a third party carries out the customer identification process, documentation shall be saved so that there will be a clear audit trail to the documentation applied by the third party for the customer identification.
4	If the customer identification process has not taken place within one month of set-up, the temporary gambling account shall be closed.
5	The base platform must ensure, that the transfer of the customer identification data takes place through an encrypted connection (such as SSL).
6	Information about winnings withheld from customers, as a consequence of closing a temporary gambling account, shall be registered in a log.

3.2.3 Use of electronic ID

1	<p>The base platform shall ensure, that electronic ID is used in the following situations:</p> <ol style="list-style-type: none"> 1) Creation of an account 2) When changing and approving a device 3) Changing information about the customer's identity, including name and civil registration number <p>Guidance: By "electronic ID" is meant, for example, NemID or MitID or other electronic ID approved by the Danish Gambling Authority.</p> <p>Guidance: By "changing and approving a device" is meant situations where a player logs in to his game account from, for example, a smartphone, PC or tablet, which the player has not previously used.</p> <p>Guidance: This requirement does not apply to players registered without a CPR number.</p>
2	<p>The base platform must ensure that the level of security when using electronic ID, cf. requirement 3.2.3.1, is "significant". The "significant" level of security must be in accordance with the description in the NSIS standard, which forms the basis for MitID.</p>
3	<p>The base platform must ensure that strong customer authentication is used in the following situations:</p> <ol style="list-style-type: none"> 1) Upon deposits into an account 2) Upon withdrawals from an account 3) When changing payment instrument <p>Guidance: "Strong customer authentication" must be in accordance with the concept in the Payment Act and must therefore be a two-factor approval, which consists of a combination of "something that the customer is" (biometric data), "something that the customer knows" (e.g., a password) and "something that the customer has" (e.g., a smart phone).</p> <p>Guidance: "Payment instruments is, for example, payment cards or similar for use in transfers of funds to / from the account.</p> <p>Guidance: Double authentication is not required. Therefore, if a payment service is used that has implemented strong customer authentication in three situations, they should not also be met by the gaming provider.</p>

3.2.4 Customer access

1	<p>If no electronic ID is used when logging in to the account, the base platform must ensure that each login has a reassuring identification of the player.</p> <p>Guidance: This can for example be done by using a strong password or two factor authentication, e.g., by using the device's option of using biometric data such as face recognition or fingerprint.</p>
2	<p>Upon each login, the base platform shall confirm that the customer is not registered in Spillemyndigheden's Register of Self-excluded Persons (ROFUS) before allowing the customer to play.</p>
3	<p>In connection with the customer's log-in, the base platform shall show the date and time of the previous log-in session.</p>
4	<p>The customer protection information shall contain or link to information about the importance of the customer keeping his or her gambling account and login data secret.</p>
5	<p>The customer protection information shall contain or link to information about how customers can detect unauthorised use of their gambling accounts.</p>
6	<p>[TEST] The base platform must ensure that the customer can only be logged in from one device at a time.</p>

3.2.5 Player ID – Only relevant for land-based betting

1	<p>The licence holder shall issue a Player ID to registered players.</p>
2	<p>The base platform shall, when issuing a Player ID, confirm that the customer is not registered in The Danish Gambling Authority's Register of Self-excluded Persons (ROFUS).</p>

	If a player is registered in the register, the issue of the Player ID must be refused.
3	The base platform shall ensure that use of the Player ID requires an authentication based on the use of two or more elements categorized as knowledge, possession and inherent property that are independent, so that the breach of one element does not weaken the reliability of other elements and is designed in such a way that the confidentiality of authentication data is protected.
4	The base platform shall confirm that the customer is not registered in The Danish Gambling Authority's Register of Self-excluded Persons (ROFUS) with each use of the issued Player ID.
5	The base platform shall ensure that a player cannot place a bet without using the Player ID.
6	The base platform must ensure that the name and birthday become available to the staff at the gambling venue when the issued Player ID is used.
7	The base platform shall ensure that if a player's Player ID is suspended, the associated gambling account must also be suspended. Guidance: If a player has an online and a land-based gambling account, suspension of a player's Player ID does not imply termination of the player's online gambling account.
8	The base platform must ensure that a player's withdrawal at the gambling premises can only be made using the issued Player ID. Guidance: The above applies if the license holder allows withdrawal at the gambling premises.

3.2.6 Changes to customer data

1	The base platform shall limit the ways in which a customer who does not have a civil reg. no. is able to recreate and change the password to his or her gambling account to: <ul style="list-style-type: none"> • authorised personnel and through known communication channels such as the customer's registered email address, telephone number or the like.
2	The base platform shall record and save information on password changes as described in 3.2.5.1.
3	The base platform shall save changes in customer details in an auditable log.
4	The base platform shall save documentation showing that changes to customer identification data are correct.
5	The base platform shall ensure that changes to the customer identification data takes place through an encrypted connection (such as SSL).

3.2.7 Activation and deactivation

1	[TEST] The base platform shall have a function, which makes it possible for authorised personnel to activate and deactivate gambling accounts. Guidance: Authorised personnel means personnel who is authorised to activating and deactivating gambling accounts in accordance with their job description. This is in reference to item 3.1 in document SCP.03.00.EN Information for security Management System.
2	The base platform shall record it in a log each time a gambling account is deactivated, including information about the balance on the gambling account, the reason for deactivation as well as the name of the employee deactivating the account.
3	The base platform shall be able to generate reports listing gambling accounts grouped by "activated" and "deactivated" status, balance, reasons and employee.
4	The base platform shall deactivate gambling accounts for which the customer identification process has not been completed within one month.

3.2.8 Suspension

1	[TEST] The base platform shall have a function, which makes it possible for authorised personnel to suspend customer's access to games.
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2	The base platform shall keep a list of suspended customers and the reasons for their suspensions.
3	[TEST] Immediately after suspension, the base platform shall not be able to receive new stakes from the customer in question.
4	[TEST] A suspension entails that the customer is unable to make deposits and withdrawals to and from the gambling account.

3.3 Responsible gambling

3.3.1 Customer self-limitation

1	<p>The base platform shall ensure, that the customer sets a deposit limit before the customer can start playing.</p> <p>The customer shall at least set one of the following deposit limits:</p> <ol style="list-style-type: none"> threshold amount for total daily deposits into the gambling account, threshold amount for total weekly deposits into the gambling account, or threshold amount for total monthly deposits into the gambling account. <p>Guidance: Durations are measured by the Danish calendar.</p> <p>Guidance: A daily deposit limit applies from midnight to midnight. A weekly deposit limit applies from Monday through Sunday. A monthly payment limit follows the calendar months.</p> <p>Guidance: Payments from the gaming account must not be set off against the customer's deposit limit.</p>
2	[TEST] The base platform shall ensure, that the deposit limit according to requirement 3.3.1.1 works as intended.
3	<p>The amounts for deposit limits according to requirement 3.3.1.1 must not be predetermined.</p> <p>Guidance: The base platform can offer the player to select between amount intervals. It is allowed to set an upper deposit limit.</p>
4	<p>[TEST] As soon as the base platform receives a request for a lower deposit limit from a customer in accordance with requirement 3.3.1.1, the limit shall be implemented for all future gambling activities.</p> <p>Guidance: The new deposit limit may be implemented upon the customer's next log-in, if the customer is logged out of the base platform in connection with changing the deposit limit.</p>
5	[TEST] When a customer requests to change to a higher deposit limit determined cf. section 3.3.1.1, the base platform shall ensure, that the new deposit is not implemented at least until 24 hours later.
6	<p>The base platform shall provide the customer with a function to exclude him- or herself from playing.</p> <p>The customer shall at least have the option to choose:</p> <ol style="list-style-type: none"> brief break from playing (cool-off period) of 24 hours, exclusion for at least 30 days, and exclusion for an indefinite period. <p>Guidance: The function must be an automated process, which the player can activate. Contacting the licence holder's customer service is not an automated process and is therefore not sufficient.</p> <p>Guidance: Durations are measured by the Danish calendar. Apart from the cooling period of exactly 24 hours, self-exclusions must not be less than 30 days.</p>
7	[TEST] The base platform shall ensure, that the self-exclusion function according to requirement 3.3.1.6 works as intended.
8	[TEST] Immediately after reception of a request for self-exclusion cf. req. 3.3.1.6, the base platform shall not be able to accept new stakes or deposits from the customer (unfinished games may be completed in accordance with the game rules).
9	Immediately after the reception of a request for self-exclusion cf. req. 3.3.1.6, the customer shall be informed about the possibility of receiving counselling and treatment for gambling addictions at a Danish treatment centre.
10	Self-imposed restrictions alone shall not prevent the customer from withdrawing funds from the gambling account (however, access to the funds may be restricted for other reasons, for example if an investigation is being conducted).
11	If the customer excludes him- or herself permanently from playing (i.e., without limiting the duration), the customer's gambling account shall be closed, and a new gambling account for the same customer must be created after 1 year at

	the earliest.
12	<p>Immediately after receipt of a request for permanent exclusion, the base platform shall inform the customer that all released funds will be paid out from the gambling account.</p> <p>Guidance: The licensee must in this situation initiate the procedure for paying out all released funds, which can imply contacting the customer for confirmation of method for payout.</p>
13	All functions of the base platform related to self-exclusion (temporary and permanent) shall inform customers of the possibility of being registered in Spillemyndigheden's self-exclusion register (ROFUS), and link to the register.

3.3.2 Customer protection information

1	It must appear from the licence holder's website or user interface that it is illegal for people below the age of 18 years to participate in gambling.
2	The licence holder's user interface shall provide information about responsible gambling and the potential harmful effects of gambling.
3	The licence holder's user interface shall provide a link to a gambling addiction self-test.
4	The licence holder's user interface shall provide information about and addresses for Danish treatment centres.
5	The licence holder's user interface shall provide information about the possibility to register in The Danish Gambling Authority's self-exclusion register (ROFUS) and link to the register.
6	The licence holder's user interface shall provide information about The Danish Gambling Authority's helpline for responsible gambling.
7	The licence holder's user interface shall link to a recognised filtering software or other programs that allow customers to configure their computers to prevent access to online gambling sites.
8	The licence holder's user interface shall provide information about or link to the terms and conditions applicable to the customers.
9	<p>The information mentioned in requirements in this section shall be given a prominent position on the licence holder's website or user interface, and it shall be accessible from all pages.</p> <p>Guidance: The information must not be given in an inaccurate language or be mixed with other information. The player must not be able to overlook the information.</p>

3.4 Funds and transactions

3.4.1 Currencies

1	<p>The base platform shall handle exchange rates in an unambiguous, automatic and systematic manner.</p> <p>Guidance: The customer shall have access to information about the currencies accepted by the base platform as well as the procedure for currency conversion.</p>
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3.4.2 Deposits

1	<p>The base platform shall inform the customer clearly and specifically of all restrictions regarding deposits and access to funds in connection with deposits.</p> <p>Guidance: If there is a time lag between the deposit and the availability of the funds which causes a delay in the customer's access to the funds, the customer shall be informed clearly and specifically about this before the deposit is made.</p>
2	<p>When the customer is depositing funds, the base platform shall provide unambiguous information about all fees.</p> <p>Guidance: If a fee is charged in connection with a deposit or a related withdrawal and/or release of funds, the customer shall be informed clearly and specifically of this before the deposit is made into the account.</p>
3	The base platform shall only accept deposits of up to DKK 10,000 (or a corresponding amount in another currency) for temporary gambling accounts.

	Guidance: This limit is a cumulative sum of all deposits made by the customer.
4	The base platform shall only be capable of receiving deposits into a gambling account from a payment service provider which is operating legally in Denmark.
5	The base platform shall credit the gambling account immediately after receipt of the customer's deposit.
6	The base platform shall have an auditable log which shows all amounts deposited. This log shall, as a minimum, include the following information: <ul style="list-style-type: none"> • date and time • payment channel • customer • amount type of transaction (i.e., "deposit")
7	The base platform shall be able to generate reports, which clearly show all deposited funds.
8	The base platform shall be able to generate reports, which clearly show all amounts that have been deposited to the customer's accounts categorised by payment channel.
9	The base platform shall be able to generate reports, which accurately show all rejected attempts to deposit funds.

3.4.3 Withdrawals

1	The base platform shall only be capable of withdrawing funds from gambling accounts for which customer identification has taken place. Guidance: Withdrawals shall not be made from temporary gambling accounts but remaining deposited funds may be returned.
2	The base platform may not allow a withdrawal which will result in the customer's account balance becoming negative.
3	The base platform shall allow customers to withdraw all released funds. Guidance: This does not limit the licence holder's possibility for performing controls on withdrawal frequencies, identity, etc.
4	The base platform shall inform the customer clearly and specifically of all restrictions regarding withdrawals and access to funds in connection with withdrawals. Guidance: If there is a lag between the withdrawal and the availability of the funds which causes a delay in the customer's access to the funds, the customer shall be informed clearly and specifically about this before the withdrawal is made.
5	When the customer is withdrawing funds, the base platform shall provide clear and specific information about all fees. Guidance: If a fee is charged in connection with a deposit or a related withdrawal and/or release of funds, the customer shall be explicitly informed of this before the withdrawal request.
6	The base platform shall have an auditable log which shows all amounts withdrawn. As a minimum, the log shall contain information about the following: <ul style="list-style-type: none"> • date and time • payment channel • customer • amount type of transaction (i.e., "withdrawal")
7	The base platform shall be able to generate reports, which clearly show all withdrawn funds.
8	The base platform shall be able to generate reports, which clearly show all amounts that have been withdrawn from the customer's accounts categorised by payment channel.
9	The base platform shall be able to generate reports, which accurately show all rejected attempts to withdrawal funds.

3.4.4 Other customer transactions

1	The base platform shall not allow transfers of funds, etc. between different players' gambling accounts.
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2	The base platform shall debit the customer's gambling account immediately after a stake is placed in a game.
3	The base platform shall not allow a stake to be placed in a game that could result in the customer's account balance becoming negative.
4	The base platform shall credit all winnings to the gambling account immediately. Guidance: Winnings may be withheld for further results checks, etc.
5	The base platform shall keep a log of all transfers between gambling accounts and the individual games.
6	The base platform shall be able to generate reports which accurately show transfers of funds to and from games.

3.4.5 Other account movements, bonuses, etc.

1	The base platform shall give clear and specific information to customers as to the reasons for other account movements. Guidance: "Other account movements" can be e.g., debits and credits related to bonuses.
2	The base platform shall give clear and specific information to customers as to the terms, conditions and limitations applicable in connection with any other account movements, bonuses, etc.
3	The base platform shall have an auditable log which shows all other account movements, bonuses, etc.
4	The base platform shall be able to generate reports which accurately show all other account movements, bonuses, etc. The reports must as a minimum contain information on: <ul style="list-style-type: none"> • Transaction ID • The size of the bonus • Bonus 'status Guidance: The size of the bonus is the amount that the license holder allocates to the player. The amount is stated regardless of whether the player succeeded in meeting the play-through requirement or not. Guidance: It must be stated whether the bonus has been played through, is ongoing or has expired without the play-through requirements being met.

3.4.6 Account statement etc.

1	As a minimum, the base platform shall give the customer access to information about the balance on the gambling account, gambling history (including stakes, winnings and losses), deposits, withdrawals and other related transactions. The information shall be available to the player in the gambling account for at least 90 days.
2	At the customer's request, the base platform shall be able to provide account statements showing all transactions on the gambling account. Guidance: The process of generating this account statement and make it available to the customer can be a manual process.
3	The customer must have access to guiding text about transactions in the customer's gambling account.

3.5 Reports

3.5.1 General

1	Together, the reports described in 3.4.2.7, 3.4.2.8, 3.4.2.9, 3.4.3.7, 3.4.3.8, 3.4.3.9, 3.4.4.6 and 3.4.5.4 shall be able to form a complete picture of all financial transactions and customer receivables.
2	The base platform shall be capable of analysing inactive gambling accounts and use this as a basis for generating reports.

	Guidance: An inactive gambling account is defined as an account where there has never been gambling activity or where there has been no gambling activity for a year.
3	The base platform shall be able to generate reports identifying gambling accounts that have been closed for more than five working days with a positive balance.
4	The base platform shall be able to generate reports of all customer registrations (complete and incomplete).
5	The base platform shall be able to generate reports of all registered customers, their account information (including inactive gambling accounts) and date of registration.
6	The base platform shall be able to generate reports of all suspended and/or self-excluded customers.
7	The base platform shall be able to generate reports listing all customers with gambling limits.
8	The base platform shall be able to generate reports of all closed gambling accounts within a given financial year (including the reason the account was closed).
9	<p>The base platform shall be able to generate reports for each gambling account if required.</p> <p>Guidance: The reports must be able to provide information on:</p> <ul style="list-style-type: none"> • Deposits, • stakes, • commission, rake etc. • winnings, • withdrawals • fees, • other account movements <p>funds that have been inactive for more than 90 days</p>

Platform functionality

4

4.1 Functions

4.1.1 General

1	The base platform 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.
2	The base platform shall display the results of events for which bets have been offered.

4.1.2 Registration, maintenance, and storage of data

1	<p>The base platform must, as a minimum, record the following customer actions in a log throughout a session. A session is counted from a customer are logging in until the customer is no longer logged in (for whatever reason):</p> <ul style="list-style-type: none"> • Customer ID • start and end times of the session • details of the customer's equipment • total amount staked during the session • total stake amount won during the session • total amount deposited into the gambling account during the session (time-stamped) • total amount withdrawn from the gambling account during the session (time-stamped) • time of last confirmation of the session • the reason for ending the session and • information about the game during the session <p>Guidance: Information about the customer's session must not be lost if the session is interrupted (by the customer not logging out in the normal way).</p>	
2	<p>The base platform must, as a minimum, record the following customer details:</p> <ul style="list-style-type: none"> • Customer set-up/establishment of a gambling account • customer identification details • changes in customer details • deactivation/closing of a gambling account • gambling account details and balance • suspension and self-exclusion status • customer self-exclusions including requests exclusion as well as the actual cancellation of an exclusion • customer suspensions including requests for cancellation of suspension as well as the actual cancellation of a suspension • previous gambling accounts and the reason for deactivation and • session information (4.1.2.1) 	
3	The base platform must store customer identity and control information about the customer for at least five years after the customer relationship has ended.	
4	<p>The base platform must, as a minimum, record and maintain the following information about games:</p> <ul style="list-style-type: none"> • Customer ID • Identification and version of the game • start time of the game based on the base platform • balance at the time of the start of the game • stake (time-stamped) • contribution to jackpots • game status (unfinished, completed etc.) • outcome of the game (time-stamped), • jackpot prize (if relevant) • end time of the game based on the base platform 	

	<ul style="list-style-type: none"> • winnings • gambling account balance at the end of the game and games which are not completed and the reason for this. 	
5	<p>The base platform must, as a minimum, record information about the following events:</p> <ul style="list-style-type: none"> • Large transfers of funds (individual and total transfers over a specified period of time) • major winnings (to be determined by the licence holder) • changes to game parameters • creation of jackpot • changes to jackpot parameters • customers' participation in jackpots • payout of jackpot • deactivation and activation of jackpots • closing of jackpots <p>loss of communication with a customer's equipment or a timeout</p>	
6	<p>The base platform shall retain documentation and registrations about customer games and transactions for at least five years from the ending of the game or the time of the transaction.</p>	

Management of gambling functions

5

5.1 General

5.1.1 Play sequence

1	<p>[TEST] The base platform 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>
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5.1.2 Activation and deactivation of games

1	[TEST] The base platform shall provide means to deactivate individual games immediately.
2	[TEST] The base platform shall provide means to deactivate all games immediately.
3	[TEST] The base platform shall provide means to activate and deactivate each customer's gaming activities immediately.
4	Information about activation and deactivation shall be saved in a log.
5	When a game has been deactivated, it shall not be shown on the user interface, and it shall remain unavailable for the entire deactivation period.
6	When a game is deactivated, the customer shall be able to complete any ongoing games.
7	[TEST] When a game that can be in several states (e.g. a slot machine that has a feature game, where the game thereby changes mode between the main game and the feature game) is deactivated, customers must be able to continue from the current state when the game is activated again. However, this option may expire after a period of not less than 90 days stated in the rules.

5.1.3 Incomplete games

1	<p>[TEST] The base platform shall allow the customer to enter and 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 base platform 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	<p>The base platform must ensure that incomplete games are settled if the customer has not finished playing them after 90 days.</p> <p>Guidance: It must be clear from the rules of the game what must happen with the customer's stake, if the customer has not finished the game within 90 days.</p>
4	The customer's stake in a game must not be negatively affected in the event of a crash or restart of any part of the game or the platform.

5.1.4 Error handling procedures

1	The procedure for handling errors on the platform shall be described clearly in the licence holder's terms and
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	conditions.
2	The base platform shall immediately record all errors on the platform. Cause and solution are registered when these are known.
3	The base platform shall be able to generate a report based on the data collected in accordance with 5.1.4.2.
4	The customer's economy must not be negatively affected in the event of a crash or restart of any part of the game or the platform.

