



Kansspelautoriteit

Remote Gambling Assessment Scheme

(Remote gambling conformity assessment scheme)

Version 1.4 May 2021

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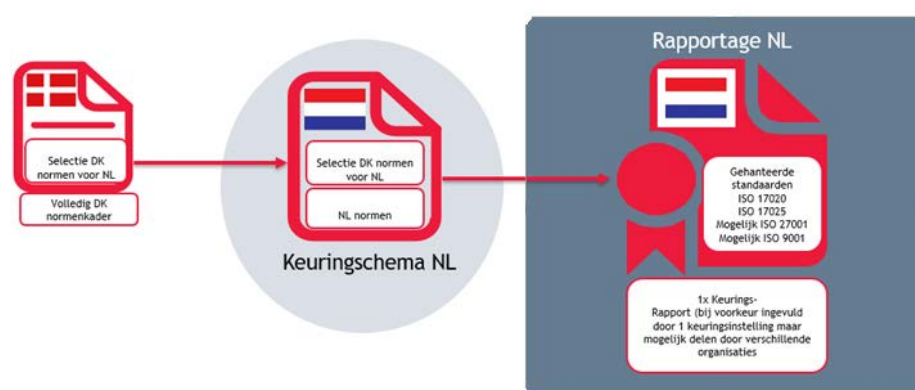
1. Purpose of the Assessment Scheme

1.1 Introduction

The Remote Gambling Act (KOA: Wet kansspelen op Afstand) requires that the gaming system is assessed based on the conformity assessment scheme (hereinafter: the assessment scheme). The assessment scheme is adopted by the Netherlands Gambling Authority (Ksa: Kansspelautoriteit).

The development of the assessment scheme was partly based on the framework of standards applied to remote gambling in Denmark (hereinafter: the Danish framework), given that when developing this assessment scheme, a number of requirements imposed on the gaming system in Denmark transpired to be the same as the relevant requirements in the Netherlands. This is why as much alignment as possible was sought with the Danish framework. The use of existing standards allows this assessment scheme to be applied more rapidly, as well as its simplifying the accreditation under this scheme.

In addition to the Danish framework, assessment requirements were added that specifically apply in the Netherlands, jointly constituting the assessment scheme for remote gambling, which is illustrated in the following image.



1.2 Purpose and scope of the assessment scheme

The gaming system encompasses the organisation, method of operation and the (electronic or nonelectronic) means that are used to organise the licensed gambling facilities. This platform must comply with the technical and operational requirements that are set out in the Remote Gambling Decree, the Remote Gambling Regulations and the implementation policies of the Netherlands Gambling Authority.

The assessment scheme sets out which aspects of the gaming system must be assessed. In addition, the assessment scheme outlines the scope of the assessment and, if necessary, what standards should be applied.

1.3 Unique identification reference for assessment requirements

Each standard included in the Dutch section of the assessment scheme has a unique ID reference that consists of:

- ‘KS’ meaning the assessment scheme
- Two digits which represent the subject of the assessment scheme
- ‘01’ Administrative obligations
- ‘02’ Payment transactions
- ‘03’ Control databank Control Databank (CDB)
- ‘04’ Central Exclusion Register (CRUKS: Centraal Register Uitsluiting Kansspelen)
- ‘05’ IT systems management
- ‘06’ Registration and sign-in procedures
- ‘07’ Quality management system
- ‘08’ [Reserved]
- ‘09’ Gambling technology
- ‘10’ Addiction prevention
- Two consecutive digits Referring to the following number in the subject
- ‘NL’ Referring to Dutch standards
- ‘_1.X’ Referring to the version number

1.4 Changes and maintenance to assessment scheme

The assessment scheme consists of assessment requirements that are continuously reviewed for the need for revision following feedback from the market, developments in technology and changes to the legislation and policies.

The assessment scheme with the Dutch assessment requirements is partly based on the Danish framework of standards of October 2020. In the event that the rules in Denmark should change in the years to come, then this assessment scheme will not be adapted accordingly.

Change management

Date	Version Assessment scheme	assessment requirement	Additional information
May 2021	1.4	does not apply	Requirements for assessment body and personnel 2.3.1 and 2.3.2
May 2021	1.4	does not apply	Change on reporting requirements – now reference to regulations
May 2021	1.4	71	Correction reference DE framework
May 2021	1.4	95	Correction assessment standards
May 2021	1.4	120 – 124	Correction reference DE framework
May 2021	1.4	139	Correction reference to regulation
May 2021	1.4	152	Correction reference to regulation
May 2021	1.4	143	Assessment standard no longer applies
May 2021	1.4	153	Assessment standard no longer applies
March 2021	1.3	KS.06.01.NL_1.3	Change on assessment standard
March 2021	1.3	141 – 150	Addition of gaming assessment standards
February 2021	1.2	KS.03.02.NL_1.2	Wording change
February 2021	1.2	KS.03.03.NL_1.2	Wording change
February 2021	1.2	KS.03.04.NL_1.2	Wording change
February 2021	1.2	KS.03.05.NL_1.2	Wording change
February 2021	1.2	KS.03.06.NL_1.2	Wording change
February 2021	1.2	KS.06.01.NL_1.2	Amendment of Remote Gambling Decree
February 2021	1.2	KS.06.14.NL_1.2	Clarification of assessment requirement
February 2021	1.2	KS.10.04.NL_1.2	Correction of explanatory notes to assessment requirement

2. Assessment

2.1 Assessment of gaming system

The assessment body will assess the gaming system or any component thereof on the basis of a conformity assessment scheme established by the Board of Directors of the Netherlands Gaming Authority, as set out in Chapter 3 of this document. At the request of a licensee, the assessment body must conduct the assessment of the licensee's gaming system, or of any of its components, based on an assessment plan drawn up on the basis of the features of the gaming system.

2.2 Providers and third parties

The licensee is responsible for meeting the requirements and for the assessment of components of the gaming system, including when outsourcing the gaming system or parts of this. Please see Section 31h(5f) of the Remote Gambling Act and Section 4.3(1a) of the Remote Gambling Decree.

2.3 Performance of the assessment

2.3.1 Requirements for assessment body

In accordance with Section 4.44(1) of the Decree, an assessment body may be designated if it is accredited to carry out activities as are set out in the assessment scheme, referred to in Section 4.53(1a) of the Decree, for:

- NENENISO/IEC 17020, insofar as those activities are classified as inspection activities in that scheme;
- NENENISO/IEC 170211, insofar as those activities are classified as certification activities relating to management systems in that scheme;
- NENENISO/IEC 17025, insofar as those activities are classified as laboratory or test activities in that scheme;
- NENENISO/IEC 17065, insofar as those activities are classified as certification activities for products, processes or services in that scheme.

The designation as an assessment body will list the components of the gaming system which the designated assessment body is permitted to assess based on that designation.

As such, it may be the case that an assessment body may not be accredited for all the accreditation standards listed. This means that the relevant assessment body subsequently can only be designated to carry out part of the assessment.

The assessment requirements based on the Danish framework of standards (i.e. the assessment requirements listed in Chapter 3.2) can be assessed by independent organisations that carry out inspections and/or test activities (NEN-EN-ISO/IEC 17020 type A and NEN-EN-ISO/IEC 17025).

2.3.2 Requirements for assessment body personnel

The Danish framework of standards sets qualification requirements for personnel. Where the Dutch standards correspond to the Danish standards, the Dutch standards also set qualification requirements for personnel. This concerns the assessment requirements listed in Chapter 3.2.

This means that the assessment activities must be carried out and declarations of conformity issued under the supervision of personnel who are certified in accordance with one or more of the following certifications:

Personnel must have obtained one of the following qualifications:

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

No qualifications have been established for personnel at the level of the individual standards for the standards that are not based on the Danish framework. (i.e. the assessment requirements listed in Chapter 3.1). It should be clear that the assessment body should at all times make the right decision regarding the personnel to be deployed and must guarantee their quality.

2.3.3 Scope of the assessment

The scope of the assessment, in principle, comprises an assessment of the design and implementation unless otherwise set out in the relevant assessment requirement.

The following assessment types can be distinguished:

- Design assessment:
Assessment based on the description or the design of the gaming system. The design may be evident from process descriptions, work instructions and functional prototypes of the gaming system or parts thereof;
- Implementation assessment:
Assessment on the basis of the actual structure of the gaming system. Implementation can inter alia be established by way of (completing) a review process and/or process line. This is supported by verification of documents or test results and of the actual organisation in terms of personnel. This allows the assessment body to confirm whether the technical and organisational design of the gaming system or components thereof meet the relevant requirements;
- Operational assessment:
Assessment of the operation of the gaming system and its application over a certain period of time. Confirm that the gaming system or specific components

thereof has functioned in accordance with the relevant requirements. This can inter alia be achieved by way of data analysis and/or partial observations carried out by assessments or audits of the IT of the gaming system.

2.3.4 Previous assessments

When assessing the licensee or licence applicant's gaming system or any component thereof, at its request, the assessment body may take into account other, previous, assessments.

The fact that the assessment body should take into account the data of other assessment bodies already available in its assessments does not alter the fact that it is responsible for the end result. The assessment body must assess whether the assessment results are in compliance with the requirements as set out in Section 3.31 of the Remote Gambling Regulations. The assessment body must justify and substantiate that assessment in its assessment report.

2.3.5 Report

In the interest of compliance monitoring, the reports of the assessment bodies are subject to certain requirements. For a detailed description of which subjects are in any case discussed, see Article 4.54 of the Remote Games of Chance Decree.

The reports must comply with the NEN-EN-ISO / IEC standards.

When applying for a permit, the Ksa prescribes the submission of a summary of the inspection reports for each inspection in accordance with an preestablished form.

This form can be found on the Ksa website.

3. Assessment framework

3.1 Dutch framework

This section sets out the standards which are not based on the Danish assessment scheme for each individual theme. It also includes the number of the Section of the decree and/or regulations from which the finalised standards were derived.

3.3.1 Administrative obligations

1 - Section number Decree: B4.4.1

ID NL: KS.01.01.NL_1.4

Assessment standard

Review the technical setup of the gaming system in order to confirm that the design guarantees that the records for the licensed betting and gambling activities are remotely kept strictly separated from the records of any other goods or services a service provider may provide and which do not fall under the Dutch licence.

2 - Section number Decree: B4.4.2**ID NL:** KS.01.02.NL_1.4**Assessment standard**

In terms of design and implementation, confirm that the licensee keeps records on the licensed betting and gambling activities in such a way that its rights and obligations as well as the player's rights are always clear.

In terms of design and implementation, confirm that the records always show clearly what amounts must be withheld due to the betting and gambling winnings levy and betting and gambling winnings tax (and, where applicable, pursuant to Section 31(f) of the Betting and Gambling Act) and what amounts will be payable to a player.

3.1.2 Payment transactions**3 - Section number Decree:** B4.25.1**ID NL:** KS.02.01.NL_1.4**Assessment standard**

In terms of design and implementation, confirm that all payment transactions between the licensee and the player are carried out exclusively through the gambling account.

4- Section number Decree: B4.25.2**ID NL:** KS.02.02.NL_1.4**Assessment standard**

In terms of design and implementation, confirm that the licensee exclusively allows the use of payment instruments for payment transactions that:

- a. have been issued by a credit institution registered in a Member State and which holds a licence as referred to in Article 8 of Directive 2013/36/EU or by a payment service provider registered in a Member State with a licence as referred to in Article 11 of Directive (EU) 2015/2366;
- b. can be clearly traced back to the player.

In terms of design and implementation, confirm that the player cannot credit his gambling account with money from a different payment account until his gambling account has first been credited, provided that the payment instrument in question was issued by a licensed credit institution or payment service provider (which is to say that players cannot use anonymous payment instruments).

Note: the assessment standards under points a and b in this standard also apply to the other payment account.

Explanatory note:

'The gambling account must be linked to a payment account at a bank or with a payment service provider (the current account). This follows from the definition of the gambling account in Section 1.1. The identity of the account holder will have been confirmed and verified by the relevant bank or payment service provider when that account was opened. The payment of the current account into the gambling account (Section 4.27(1)) confirms that the player is also the holder of the current account. In principle, the money to be wagered when placing bets or gambling in licensed gambling activities must come from that current account, onto which the winnings that are obtained will similarly be paid so that they can be made available to the player. Following the initial credit of the gambling account, the player may also credit the gambling account with money from another payment account. In doing so, the player may use any payment instrument accepted by the licensee, provided that it has been issued by a licensed credit institution or payment service provider and is not an anonymous payment instrument (subsection two).

The requirements under section 1a and b of the standard must be observed in relation to credit from another payment account under the second section of the standard.

The player should be able to be traced back to the accounts for which they have identified themselves with the relevant payment institution.

5 - Section number Decree: B4.27.1**ID NL:** KS.02.03.NL_1.4**Assessment standard**

In terms of design and implementation, confirm that, except for corrections, the licensee will only credit a player's gambling account with money that:

- a. came from said player's current account or from a different payment account with a credit institution or payment service provider and can be clearly and unambiguously traced back to the player in question; and
- b. resulted from winnings; or
- c. resulted from free play credits (bonus) granted to the player in question.

6 - Section number Decree: B4.27.2**ID NL:** KS.02.04.NL_1.4**Assessment standard**

In terms of design and implementation, confirm that the licensee does not credit the player's gambling account with money if:

- a. this should exceed one or more maximum limits set by the player pursuant to Section 4.14;
- b. the possibility of placing bets or gambling has been suspended.

7 - Section number Decree: B4.28.2**ID NL:** KS.02.05.NL_1.4**Assessment standard**

Confirm that the design does not allow the licensee to enable a player to place bets or gamble if the balance (including any gambling credit) on his gambling account does not allow them to do so. Rule out the fact that players can end up with a negative balance on their gambling account.

8- Section number Decree: B4.29.2**ID NL:** KS.02.06.NL_1.4**Assessment standard**

In terms of design and implementation, confirm that the licensee will only debit a player's gambling account in favour of the player's current account after that gambling account has been credited with money from that current account, with the payment account having to meet the relevant criteria (nonanonymous). If the player switches current (bank) accounts, the foregoing shall likewise apply (in Section 4.25 of the Order in Council).

9 - Section number Decree: B4.29.34**ID NL:** KS.02.07.NL_1.4**Assessment standard**

In terms of design and implementation, confirm that the licensee will only debit the gambling account in favour of the current account, unless the reliable, responsible and verifiable organisation of the licensed betting and gambling activities resists such a transaction:

- a. at the player's own request;
- b. in the event that the balance on the player's gambling account exceeds the maximum specified by the player on their profile;
- c. in the event that the player's registration is terminated at their request in accordance with Section 4.17, under a.

Confirm that the aforementioned procedures are not carried out as long as a player is suspended from placing bets or gambling on the platform because the licensee has reason to believe that the player does not meet or has stopped meeting the conditions for registration.

10 - Regulations number Decree: R4.11**ID NL:** KS.02.08.NL_1.4**Assessment standard**

In terms of design and implementation, confirm that the licensee systematically records the following information as part of its registration process with regard to each transaction carried out to or from a gambling account:

- a. the identity of the player whose gambling account is debited or credited;
- b. the date and time of the transaction;
- c. the amount debited or credited by the transaction;
- d. the nature of the transaction; this must take place on the basis of clearly identifiable, unique signifiers such as deposit, payment, winnings, bonus credit and other sufficiently recognisable signifiers, such that these signifiers allow others to reconstruct the course of a game;
- e. the nature of the payment instrument used for the transaction;
- f. the account number or another unique signifier for the payment account that has been debited or credited by the transaction;
- g. the account number or another unique signifier for the payment instrument used for the transaction.

Confirm that the licensee records the following information in the Controledatabank for each gambling account where applicable:

- a. any amount that is not debited in favour of the player's current account, given that the reliable, responsible and verifiable organisation of the licensed betting and gambling activities has resisted such a transaction;
- b. the date and time of any request to credit the gambling account that the licensee has rejected due to the use of a payment instrument that is not compliant (with Section 4.27(1), heading and under a, of the Decree).

11 - Section number Decree: B4.31.1**ID NL:** KS.02.09.NL_1.4**Assessment standard**

Confirm that the design ensures that the licensee provides the player with access to general information regarding the way in which and the conditions under which payment transactions with the player take place on the publicly accessible area of the betting and gambling interface and on the player interface.

12 - Section number Decree: B4.31.2**ID NL:** KS.02.10.NL_1.4**Assessment standard**

Confirm that the design ensures that the licensee provides the player with access to the necessary information relating to their gambling account and the changes to the

gambling account on each page or screen of the player interface. This information shall in any case include:

- a. the current balance of the gambling account;
- b. the opening balance of the gambling account at the most recent login;
- c. the total stake since the most recent login;
- d. the total profits and the total losses since the most recent login, and
- e. an overview of all transactions on the gambling account for a period of at least the last 90 days.

13 - Section number Decree: B4.31.4

ID NL: KS.02.11.NL_1.4

Assessment standard

In terms of design, confirm that the licensee will, at the player's request, provide them with an overview of the transactions on the gambling account covering a period of at least the last 12 months.

3.1.3 CDB

14. Section number Decree and Regulations number Decree: B5.3.1., B5.3.2., R4.19

ID NL: KS.03.01.NL_1.4

Assessment standard

Confirm the operation of the data mapping process used by the licence applicant or licensee.

In certain circumstances, it is not possible to effectively determine operation. In those cases, confirm implementation. This may impact the licence. For that reason, provide an additional statement of why operation of the platform cannot yet be demonstrated. Indicate at what time operation can be demonstrated and what is required to achieve this.

Explanatory note:

The Netherlands Gambling Authority publishes its specifications regarding the Controledatabank (CDB) on its website. Please see section 3 of the specifications for more information on data mapping expectations. The Ksa data model likewise forms part of the specifications.

A licensee or prospective licensee must be able to systematically carry out a data mapping process. The result of this process is an overview of the source data and the target data (Ksa data model) and what allocation has taken place.

In a general sense, the conformity assessment is an independent assessment of the quality of the process and of the performance of the employees carrying out the process, which, in any case, includes the validation of source selection and monitoring of appropriate allocation at data element level. Control measures are likewise part of the scope, such as monitoring the implementation of a four eyes principle where the process includes such a measure.

The foregoing relates directly to the process. As a part of the assessment, the auditor will also conduct an indirect audit, which will at least include a comparison procedure. This indirect procedure involves the comparison of the source data and target data by an independent third party by way of document review, where necessary supported with sampling from the source (e.g. customer records) and target database (the Controledatabank).

15- Section number Decree: B5.3.2

ID NL: KS.03.02.NL_1.4

Assessment standard

Confirm the implementation of the pseudonymisation process used by the licensee or prospective licensee.

In certain circumstances, it is not possible to effectively determine operation. In such cases, at least confirm the design and preferably the implementation thereof. This may impact the licence. For that reason, provide an additional statement of why operation of the platform cannot yet be demonstrated. Indicate at which point operation can be demonstrated and additionally indicate what is required to achieve this.

Explanatory note:

The Netherlands Gambling Authority publishes its specifications regarding the Controledatabank (CDB) on its website. These specifications include expectations, instructions and technical requirements regarding the establishment and use of pseudonymisation. The output of the pseudonymisation, for example, may not exceed the number of available characters as set out in the Ksa data model. In addition, there are general expectations with regard to the quality and functionality of this procedure which an auditor can assess. Please see section 3.1 of the Ksa data model.

16 –Section number Decree: B5.3.3

DK NL: KS.03.03.NL_1.4

Assessment standard

Confirm the operation of appropriate electronic access to the Controledatabank (CDB), as referred to in Section 5.3.3 of the Remote Gambling Decree.

If this cannot be achieved, in any case, confirm the design. Provide a corresponding statement as to why the design and possibly operation thereof cannot yet be demon

strated. Indicate at what point design and operation can be demonstrated. In addition, indicate what is required to achieve this.

Explanatory note:

In Section 5.3.3 of the Remote Gambling Decree, the regulator prescribes technical and organisational measures that will at all times safeguard electronic access to the Controledatabank and the personal data included in it.

The Netherlands Gambling Authority publishes its specifications regarding the Controledatabank (CDB) on its website. These specifications contain expectations, instructions and technical requirements regarding access. Information on access is set out in multiple locations within the Ksa specifications, such as in section 2 (segregation of data, user provisioning, control plan) and section 4: Access to the CDB.

17 - Regulations number Decree: R4.20

ID NL: KS.03.04.NL_1.4

Assessment standard

Confirm the implementation of the installation of a Controledatabank in the Netherlands. And likewise confirm that the licensee in any case realises that installation without impeding the exercise of the powers of the regulators.

If this cannot be achieved, in any case, confirm the design. Provide a corresponding statement as to why the design and possibly operation thereof cannot yet be demonstrated. Indicate at what point design and operation can be demonstrated. In addition, indicate what is required to achieve this.

Explanatory note:

In MR4.20, the regulator sets out that a licensee must ensure the installation of a Controledatabank in the Netherlands.

The ability to exercise powers inter alia means that installation may not take place at a location that is a residential building or at a location that would have the same effect as the Controledatabank having been installed in a residential building.

The Netherlands Gambling Authority publishes its specifications regarding the Controledatabank (CDB) on its website. These specifications include instructions on which components of a Controledatabank are in any case eligible for installation in the Netherlands.

18 - Regulations number Decree: R4.12**ID NL:** KS.03.05.NL_1.4**Assessment standard**

Confirm the implementation of the accurate, full and safe operation of a Controledatabank.

Explanatory note:

A licensee or prospective licensee must have set up and maintained a Controledatabank in order for this conformity assessment to be carried out.

The Netherlands Gambling Authority publishes its specifications regarding the Controledatabank (CDB) on its website. The Ksa data model likewise forms part of the specifications. The following should in any case be considered in the assessment:

- these specifications and the data model
- the regulatory requirements
- the requirements of the licensee or prospective licensee (e.g. a security policy).

In a general sense, the conformity assessment is an independent assessment of the quality of the process and of the performance of the employees and systems carrying out the process.

The licensee or prospective licensee should have put in place sufficient control measures to ensure seamless communication between the source system and the Ksa via the CDB. There should, for example, be adequate safeguards to prevent disruptions and to guarantee complete deliveries (from the source system to the Controledatabank).

The foregoing relates directly to the process. As part of the assessment, the auditor will also conduct an indirect audit, which will at least include a reperformance procedure for the functional process and supported by reperformance of controls where necessary.

19 - Regulations number Decree: R4.12**ID NL:** KS.03.06.NL_1.4**Assessment standard**

Confirm the implementation of the control plan and the exit plan used by the licensee or prospective licensee.

If this cannot be achieved, in any case, confirm the design. Provide a corresponding statement as to why the design and possibly operation thereof cannot yet be demonstrated. Indicate at what point design and operation can be demonstrated. In addition, indicate what is required to achieve this.

Explanatory note:

The Netherlands Gambling Authority publishes its specifications regarding the Controledatabank (CDB) on its website. These specifications contain expectations in respect of the control and exit plan. An exit plan may also be a (separate) chapter of a control plan.

The control plan must contain all control measures, whereas the exit plan specifically deals with the termination of a Controledatabank.

3.1.4 CRUKS

20 - Section number Decree: B4.18.1-3

ID NL: KS.04.01.NL_1.4

Assessment standard

In terms of design, confirm that

1. a. the licensee's gaming system will automatically consult the Netherlands Gambling Authority's Central Register every single time a player signs up, thus confirming access to the Register.
- b. Confirm that this consultation involves a unique code (CRUKS code) in the playerspecific data regarding the player who seeks to sign in;
2. The licensee only allows a player to sign in once it has been confirmed that the player's name is not included in the Register.
3. Confirm that a service interruption protocol is in place, which must at the very least include the following steps:
 - a. the Board of Directors (Netherlands Gambling Authority) will be notified of the service interruption and its impact at once;
 - b. CRUKS will be consulted as soon as possible after the service interruption has been resolved; players signed in in the meantime will be checked after the service interruption;
 - c. the players whose names appear in CRUKS and who signed in during the service interruption will be signed out;
 - d. information will be provided on the measures taken;
 - e. information will be provided showing how many players were granted access to the organised betting and gambling activities during the service interruption; and
 - f. information will be provided on how many players were signed out immediately following a consultation of CRUKS;
 - g. the gaming system will keep track of which persons signed in during the service interruption, and show which of these persons were not checked in the register.

21 - Section number Decree: B20.3**ID NL:** KS.04.02.NL_1.4**Assessment standard**

In terms of design and implementation, confirm that the licensee exclusively uses the citizen service number (BSN: burgerservicenummer):

- to consult CRUKS upon registration of a player;
- to verify the identity of a player;
- any other use permitted on the basis of other laws and regulations.

In terms of design and implementation, confirm that the BSN will be removed from the licensee's records immediately after receipt of the CRUKS code.

22 - Section number Decree: B22**ID NL:** KS.04.03.NL_1.4**Assessment standard**

In terms of design and implementation, confirm that certain persons at the licensee with specific levels of authorisation are able to review the results of CRUKS consultations.

3.1.5 IT systems management**23 - Section number Decree and Regulations number Decree:** B4.40, R.3.27.3**ID NL:** KS.05.01.NL_1.4**Assessment standard**

In terms of design and implementation, confirm that the IT systems management meets the following minimum requirements:

- the licensee has an IT policy that is in line with the organisation's objectives and data security policy;
- the licensee has documented procedures in place for the management of incidents and problems;
- incidents are recorded, classified, analysed and resolved. These steps must be documented by the licensee;
- problems are recorded, classified, analysed and resolved. These steps must be documented by the licensee. 'Problems' are understood to include incidents that are recurring or do not have a clear cause;
- the licensee has documented procedures in place for change and release management;
- modifications made to IT systems are recorded and accompanied by a description and explanation;
- modifications are not authorised by a competent officer until after their impact has been evaluated and recorded;
- the licensee has detailed and documented procedures which outline how systems are configured and maintained;

- the licensee has detailed and documented procedures for the management of its systems' and infrastructure's availability and capacity;
- the licensee has detailed and documented procedures for the management of the IT-related aspects of its financial management;
- the licensee has detailed and documented procedures for the management of internal and external service levels.

If the provider has ISO20001 certification, then the foregoing activities need not be carried out and the report may refer to the relevant ISO report and we kindly request that the assessment body assess the ISO report according to the foregoing points.

3.1.6 Registration and sign-in procedures

24- Section number Decree: B4.11

ID NL: KS.06.01.NL_1.4

Assessment standard

In terms of design and implementation, confirm that a player cannot be registered if the licensee does not have the following information:

- name;
- first name(s);
- date of birth;
- place of birth;
- citizen service number (BSN) (if held by the player);
- physical address;
- email address;
- phone number;
- account number or other unique signifier of the current account and the name of the holder of the current account;
- type of identity document;
- number of the identity document;
- date and place of issue of the identity document.

In term of design and implementation, confirm that the licensee for each player during the registration process:

- has request a (copy of) a valid identity document
- determine whether the name of the current account corresponds to the specified name of the player
- validates the e-mail address or telephone number
- the date of birth functionality has been configured in such a way that only adults can sign up.

25- Section number Decree: B4.12**ID NL:** KS.06.02.NL_1.4.**Assessment standard**

In terms of design, confirm that before registering new players, the licensee will consult the Register, using the player's surname, first name, date of birth, place of birth and citizen service number (if the player has one) as stated on the player's identity document.

In terms of design, confirm that a player is granted access if a consultation of the Register with the player's unique code (CRUKS code) has taken place and the consultation results in a 'nohit' (no error notification response and the player is not known to CRUKS).

In terms of design, confirm that players will not be registered if a consultation of the Register results in an invalid request for information (404 and no result) or a valid request for information with the notification that the player is known to CRUKS (200 + CRUKS code + registered).

26 - Section number Decree: B4.14**ID NL:** KS.06.14.NL_1.4.**Assessment standard**

In terms of design and implementation, confirm that a player is required to indicate:

- the limits of their gambling behaviour and that these limits must pertain to:
 - a. the maximum amount of time per day, week or month a player must be allowed access to the player interface;
 - b. the maximum daily, weekly or monthly amounts of money to be deposited into the player's gambling account; and
 - c. the maximum amount of money to be held in the player's gambling account.

In terms of design and implementation, confirm that the player has set out the limits of their gambling behaviour during registration.

In terms of design and implementation, confirm that the configured limits function correctly.

In terms of design and implementation, confirm that players are able to change these limits at all times, with a reduction of one or more maximum limits taking effect immediately and an increase of one or more maximum limits taking effect after at least one week.

In terms of design and implementation, confirm that appropriate measures have been put in place that ensure that the maximum limits referred to in Section 4.14(2) of the Remote Gambling Decree cannot be exceeded.

27 - Section number Decree: B4.15

ID NL: KS.06.03.NL_1.4

Assessment standard

In terms of design, confirm that the licensee will only register a person as a player after that person has stated:

- a. to be familiar with the information referred to in Section 4.34, Section 8 and Section 9 of the Decree on Recruitment, Advertising and Betting and Gambling Addiction Prevention;
- b. to have full legal capacity;
- c. to only bet and gamble on their own account;
- d. that they will not use their registration to launder money or finance terrorism, violate sanctions, or commit fraud involving the licensed betting and gambling activities, or misuse the licensed betting and gambling activities; and
- e. will treat the identity verification instruments used in the registration procedure with due care, take all reasonable measures to prevent third parties from using them and to this end, where necessary, follow the guidelines as imposed by the licensee.

In terms of design, confirm that the licensee will not register a person as a player if it is aware or can be reasonably expected to suspect that the declaration as specified above is incorrect.

Explanatory note:

Before a person can be registered as a player, they must provide a number of statements. In practice, this can be done fairly easily, for example, by ticking an affirmative answer to the question of whether they are willing to make that statement.

As a prospective player, the person involved will be expected to make these statements in accordance with the truth, thereby fulfilling the requirements regarding their own responsibility. If the licensee is aware or reasonably suspects that the statements are inaccurate, this leads to a higher risk of betting and gambling carried out by a vulnerable player or of gambling-related crime, and it may not register the relevant person as a player. The licensee may also suspect that the statement is inaccurate if the person concerned is someone who was previously registered as a player with the licensee and therefore has information to the detriment of that player.

The licensee may also rely on external indicators. If necessary, it will conduct a further investigation into the matter. If, following registration, it appears that the player has not made the selfdeclaration truthfully, the registration will be terminated (Section 4.17).

28 - Section number Decree and Regulations number Decree: B4.17, R3.18

ID NL: KS.06.04.NL_1.4

Assessment standard

In terms of design, confirm that the licensee will in any case terminate the registration if the player requests such termination or if the player no longer meets to requirements for registration.

In terms of design, confirm that the licensee will suspend the player from placing bets and gambling on the licensed platform for up to six months in the event that a) the player requests such a suspension and b) the licensee has reason to suspect that the player does not or no longer meets the conditions for registration; unless otherwise provided by statutory requirement.

Explanatory note:

The licensee shall suspend the player from being able to place bets and gambling on the licence platform for up to six months in the cases referred to in Section 4.19(1)(b) and (c) of the Decree. Namely:

- a. in the case of a reasonable suspicion that the player does not or no longer meets the conditions for registration;
- b. in the case of a reasonable suspicion that the player may cause harm to themselves by betting or gambling to an excessive degree or because of their gambling addiction and the licensee has notified the Board of Directors regarding the player in accordance with Section 31m(4) of the Act.

29 - Section number Decree: B4.19, B4.20

ID NL: KS.06.05.NL_1.4

Assessment standard

In terms of design and implementation, confirm that the licensee will suspend the player from placing bets or gambling on the licensed platform in the following cases:

- a. at the request of the player;
- b. in the case of a reasonable suspicion that the player does not or no longer meets the conditions for registration;
- c. in the case of a reasonable suspicion that the player may cause harm to themselves by betting or gambling to an excessive degree or because of their gambling addiction and the license holder has notified the Board of Directors regarding the player in accordance with Section 31m(4) of the Act.

In terms of design and implementation, confirm that if the licensee has suspended a particular player from placing bets or gambling on its platform because it has reason to believe that the player does not or no longer meets the conditions for registration, it will investigate the grounds for that suspicion, and the player will be suspended from using the platform pending the investigation.

Explanatory note:

If the licensee has suspended a particular player from placing bets or gambling on its platform because it has reason to believe that the player does not or no longer meets the conditions for registration (Section 4.19(1)(b)), it must investigate the grounds for that suspicion. The player will be suspended from using the platform pending the investigation. If the licensee has suspended a player from placing bets and gambling on its platform because it suspects that the player in question has a gambling problem, and if the licensee has notified the Netherlands Gambling Authority as required by Section 4.19(1)(c) of this player's behaviour with a view to getting them involuntarily entered into the Central Exclusion Register, the player will be suspended until such time as the Netherlands Gambling Authority has entered the player in question into the Register or until such time as the licensee has indicated that it does not see sufficient grounds to do so. The Remote Gambling Regulations include rules regarding the maximum duration of the involuntary suspension and thereby the maximum period within which the investigation of the licensee must be completed.

30 - Section number Decree: B4.21

DK NL: KS.06.06.NL_1.4

Assessment standard

In terms of design, confirm that if the player is suspended from placing bets and gambling on the licensed gambling platform, this will not affect the player's ability to access the information related to their gambling account.

Also confirm that the design ensures that the player's ability to transfer money from a debit account to a gambling account and, depending on the reason for the suspension, from the player's gambling account to their current account, is restricted.

Explanatory note on suspension and transfers:

If a player is suspended from the licensed gaming system, this should not affect the player's access to the information relating to his gambling account. The licensee must also allow the player to review their balance and the overview of previous transactions in the event of suspension. However, the player's ability to transfer money from a debit account to a gambling account and, depending on the reason for the suspension, from the player's gambling account to their current account, will be restricted pursuant to Section 4.27 and Section 4.29.

31- Section number Decree: B4.22**ID NL:** KS.06.07.NL_1.4**Assessment standard**

In terms of design, confirm that the licensee will prevent the player from being able to sign in once a player's registration has been terminated.

Explanatory note:

Players whose registration has been terminated will no longer be able to sign in – this will remain the case in perpetuity. If the player wishes to bet and gamble with the gambling provider again, then the player must register again.

32- Section number Decree: B4.23**ID NL:** KS.06.08.NL_1.4**Assessment standard**

In terms of design, confirm that the licensee has implemented appropriate technical and organisational measures to prevent people from being signed in continuously and from signing in without authorisation. If the identification method used by the licensee is a combination of the player's username and password, it may be worth implementing specific measures that require players to manually enter this combination before being allowed to place bets or gamble.

Explanatory note:

An appropriate measure for continuous signing in inter alia is a timeout.

33 - Regulations number Decree: R3.16**ID NL:** KS.06.09.NL_1.4**Assessment standard**

In terms of design and implementation, confirm the licensee will put in place appropriate measures if there is a reasonable suspicion of abuse of identifiers in the case of abnormalities in the usual method of signing in, and that it has a procedure in place to inform the player without delay.

Explanatory note on appropriate measures:

In order to prevent fraud and cases of abuse, the licensee must be able to ensure that it only allows persons to sign in if they are registered with the licensee as a player. To this end, the licensee will make available personal identifiers, as referred to in Section 4.15(1)(e) of the Remote Gambling Decree. It cannot be ruled out that the personal identifiers – despite the measures taken by the licensee to prevent abuse – will be used by another person than the player to whom the identifiers have been granted and that other measures that serve to prevent other persons from signing in with the gambling account of the player are bypassed, for example, by using an email or phone control notification. The licensee must be aware of this, for example,

in the event another computer or phone than usual is used to signed in, the player's password is changed or multiple attempts are made to sign in with an incorrect password. The licensee must take appropriate measures to mitigate such cases to prevent fraud and adverse consequences for the player and must inform the player as soon as possible. If necessary, the licensee may temporarily block the signing in process.

34 - Regulations number Decree: R3.17

ID NL: KS.06.10.NL_1.4

Assessment standard

In terms of design, implementation and operation, confirm that the licensee has put in place appropriate measures to exclude the player from placing bets and gambling on the licensed platform in the following cases:

- a. persons as referred to in Section 4.6 of the Decree and other persons involved in the organisation of the licensed betting and gambling facilities.

35- Section number Decree: B4.26.1

ID NL: KS.06.11.NL_1.4

Assessment standard

In terms of design, confirm that the licence only allows players to create one single gambling account and does not allow gambling accounts to be created by persons who are not registered with the licensee's platform as players.

In terms of design, confirm that the gaming system is set up in such a way that gambling accounts can only be opened after the person involved has been registered as a player, and that the gambling account is closed when the player's registration is terminated.

36- Section number Decree: B4.26.2

ID NL: KS.06.12.NL_1.4

Assessment standard

In terms of design, confirm that the licensee credits and debits players' gambling accounts without undue delay. This means that all deposits, stakes, winnings and credits granted must appear in the player's gambling account as soon as possible.

Explanatory note:

Section 4.26(2) of the Order in Council sets out that 'The licensee must ensure that credits and debits to players' gambling accounts are carried out as quickly as possible at all times. This means that all deposits, stakes, winnings and credits granted must appear in the player's gambling account as soon as possible. It is vital to players that the balance on their gambling account always reflects the latest state of affairs, so they are aware of what level of credit they still have. In addition, credits in relation to

a payment request may not be held by the licensee for an unnecessarily long period of time, for example to grow interest. The second subsection does not prejudice the possibility, where appropriate, of payment being made only once an investigation into irregularities has been completed.

37- Section number Decree: B4.26.3

ID NL: KS.06.13.NL_1.4

Assessment standard

In terms of design and implementation, confirm that the licensee will only permit a single current account per player.

3.1.7 *Quality management system*

38 - Section number Decree: B4.40

ID NL: KS.07.01.NL_1.4

Assessment standard

In terms of design and implementation, confirm that:

- the licensee has established a quality management system that allows it to continually improve its products and services;
- the licensee has specified and documented the characteristics of its products and services;
- the licensee has drawn up detailed procedures for all processes which may in any way affect players, and has documented the expected results;
- the licensee has taken care to ensure that sufficient resources are available to carry out those processes that will in any way affect players;
- the licensee has implemented procedures for internal control and management monitoring which inter alia allow for feedback that will allow processes, products and services to be improved and for compliance with the applicable law;
- the licensee has taken care to ensure that its quality management system is constantly reviewed and improved.

This action was derived from: Part 3.1 of Annex 3 of the Ministerial Order. If the provider has ISO9001 certification, then the foregoing activities need not be carried out and the report may refer to the relevant ISO report and we kindly request that the assessment body assess the ISO report according to the foregoing points.

39 - Regulations number Decree: R13

ID NL: KS.07.02.NL_1.4

Assessment standard

In terms of design and implementation, confirm that:

1. The licensee has and maintains a quality management system designed to assess, safeguard and improve the quality and implementation of the licensee's addiction prevention policy.

2. The Quality management system must in any case recurrently be assessed regarding the following:
 - a. the licensee must in any case assess the quality management system each year for its effectiveness in mitigating excessive betting or gambling or risks of gambling addiction;
 - b. the quality management system must be updated by the licensee as soon as the assessment, referred to under a, or scientific developments in the field of addiction prevention give rise thereto.

3.1.8 Gambling technology

40 - Regulations number Decree: R3.11

ID NL: KS.09.07.NL_1.4

Assessment standard

In terms of design, confirm that the licensee identifies, analyses and evaluates potential integrity risks and always includes the following issues in its considerations:

- a. the relevant characteristics of players;
- b. the payment transactions and the payment instruments authorised by the licensee and used by players;
- c. the geographic location of players;
- d. the behaviour of players, including at least their gambling behaviour.

Explanatory note

The geographic location from which players sign in may pose an integrity risk. Such risks may include players who log into their Dutch gambling account from abroad, in particular if this takes place from countries that are subject to sanctions. Another example of an integrity risk is if attempts are made to log in simultaneously or in short succession from various locations or attempts to log into the same gambling account, particularly if there are large physical distances between these locations. This may be a sign that someone is attempting to log in under a different name or that an attempt is being made to gain unauthorised access to a gambling account. Where the likelihood of collusion, as referred to in the foregoing, is greater, if players are registered at the same address, this will also be the case if multiple players are placing bets or gambling in the same game of chance from the same location.

41 - Regulations number Decree: R3.2.2

ID NL: KS.09.01.NL_1.4

Assessment standard

In terms of design, implementation and operation, confirm that the licensee has ensured that the gaming system is configured in such a way that players will not be able to bet or gamble against themselves. To this end, the gaming system must, inter

alia, prevent multiple players from using the same device at once. Licensees are not permitted to allow players to create more than one gambling account.

42 - Regulations number Decree: R3.4.1

ID NL: KS.09.02.NL_1.4

Assessment standard

In terms of design, confirm that the licensee only uses names for the games on offer that match the types of game actually being played (poker, roulette, betting, etc.).

43 - Regulations number Decree: R3.6

ID NL: KS.09.03.NL_1.4

Assessment standard

In terms of design, confirm that the licensee will only award noncash prizes to people who have actually won them, and that the licensee will not do so until it has reliably confirmed and verified the player's identity and current account as specified in the foregoing standards.

Noncash prizes must also be documented in such a way that they can be traced back to the player's person.

44 - Regulations number Decree: R3.7

ID NL: KS.09.04.NL_1.4

Assessment standard

In terms of design and implementation, confirm that devices cannot automatically begin taking part in betting or gambling activities without the input of the player.

In terms of design and implementation, confirm that a player will not begin participating in a game until they press a (real or virtual) button to confirm their stake.

In terms of design and implementation, confirm that the so-called autoplay functionality cannot be used until a game has begun in which a player plays against other players.

Explanatory note on autoplay:

The key principle in this case is that the input of a choice is the direct result of an action taken by the player. If a player does not make use of the facility made available, the gaming system can enter and record a choice – in accordance with the applicable rules of the game. In doing so, it will remain necessary for the player to place the stake themselves and, as such, autoplay for the placement of stakes is not permitted.

It may be the case that when participating in licensed gambling activities the player does not enter or cannot enter a choice to influence the course of the game, for

example, if the player has taken a break. This is why casino games in which players play against each other, such as poker, have an autoplay functionality, that enters the choice required to further the course of play.

45 - Regulations number Decree: R3.9.

ID NL: KS.09.05.NL_1.4

Assessment standard

In terms of design, confirm that the autoplay function operates in accordance with the rules of the game, as communicated to the player. At the very least, confirm that the fairness of the function and the timeliness of choices are addressed.

In terms of design, confirm that a player cannot simply stake money on something by using the autoplay function, unless this is necessary for the progress of the game, in accordance with rules that must be easily understood by the players (e.g. blinds in a game of poker).

Explanatory note on autoplay:

The key principle in this case is that the input of a choice is the direct result of an action taken by the player. If a player does not make use of the facility made available, the gaming system can enter and record a choice – in accordance with the applicable rules of the game. In doing so, it will remain necessary for the player to place the stake themselves and, as such, autoplay for the placement of stakes is not permitted. It may be the case that when participating in licensed gambling activities the player does not enter or cannot enter a choice to influence the course of the game, for example, if the player has taken a break. This is why casino games in which players play against each other, such as poker, have an autoplay functionality, that enters the choice required to further the progress of the game.

46 - Regulations number Decree: R3.9a

ID NL: KS.09.06.NL_1.4

Assessment standard

In terms of design and implementation, confirm that the platform has been set up in such a way that fair play is guaranteed at all times in live casino games, by way of the technical requirements laid down in Section 3.9a, namely:

1. The licensee shall only organise live casino games if:
 - a. the fair play of the live casino games is guaranteed at all times;
 - b. the player is able to take part in those casino games via a direct video link;
 - c. the direct video link and, where applicable, other communication connections and means of communication:
 - i. have been sufficiently protected against malfunctions;
 - ii. are protected against unlawful access, unauthorised use and manipulation;

- d. the progress of the live casino games and the gambling behaviour of players is analysed and recorded on the basis of video surveillance and video reporting;
- e. the analysis and registration, referred to under d, shall in any case be aimed at identifying and countering fraud and abuse, as well as risks of gambling addiction;
- f. only personnel who have the requisite qualifications, and have received training either internally or externally or have attended training course, shall be used to organise the live casino games;
- g. it is satisfied of the reliability of the personnel referred to under f.

3.1.9 *Addiction prevention*

47 - Regulations number Decree: R4.3

ID NL: KS.10.01.NL_1.4

Assessment standard

In terms of design and implementation, confirm that the licensee will record at least the following information in relation to each player per gambling session of the player:

- a. a unique signifier of the gambling session, such that this gambling session can be distinguished from other gambling sessions;
- b. the date and start time of the gambling session;
- c. the duration of the gambling session.

48 - Section number Decree: B13

DK NL: KS.10.02.NL_1.4

Assessment standard

In terms of design and implementation, confirm that the licensee records at least the following information in respect of each participant in the betting and gambling activities offered on its platform:

- a. internal and external indicators (including a high or increasing gambling frequency; long or increasingly long gambling sessions; inappropriate treatment of or language in respect of other persons; stakes or betting behaviour that are different from the stakes or bets the player has made previously; expressions of frustration or discomfort; irregular gambling hours) that point to excessive participation in the licensee's betting and gambling activities or a potential gambling addiction; and
- b. the measures it has undertaken to comply with Section 18 of the Remote Gambling Decree.

In terms of design and implementation, confirm that the licensee remotely records how often players sign in to gain access to the player interface within the meaning of Section 1.1 of the Remote Gambling Decree.

In terms of design and implementation, confirm that the licensee records the foregoing information in a way that allows for early detection of excessive participation in the betting and gambling activities organised by the licensee or a potential gambling addiction.

In terms of design and implementation, confirm that the licensee records the foregoing information in such a way that it can be traced back to the player's data.

49 - Section number Decree: B14, B15

ID NL: KS.10.03.NL_1.4

Assessment standard

In terms of design and implementation, confirm that the licensee records at least the following information in respect of every participant in the betting and gambling activities offered on its platform:

- a. the registration, referred to in Section 1.1 of the Remote Gambling Decree, and the termination thereof;
- b. the login, referred to in Section 1.1 of the Remote Gambling Decree;
- c. the age of the player, insofar as the player is below the age of 24;
- d. the duration of the participation in betting and gambling activities;
- e. the frequency of participation in betting and gambling activities;
- f. the betting and gambling activities the player takes part in;
- g. the limits of the gambling behaviour, referred to in Section 4.14(1) of the Remote Gambling Decree;
- h. the changes to the limits of the gambling behaviour;
- i. any exceeding of the limits of the gambling behaviour;
- j. the stakes and gambling outcomes;
- k. the payment transactions with the player;
- l. the changes on the gambling account, referred to in Section 1.1 of the Remote Gambling Decree;
- m. the suspension of ability to place bets or gamble.

Confirm that the licensee analyses the aforementioned data and identifies signs that may point to excessive gambling and a potential gambling addiction at an early stage.

50 - Section number Decree and Regulations number Decree: B18 + R18, B19

ID NL: KS.10.04.NL_1.4

Assessment standard

In terms of design and implementation, confirm that if the analysis, referred to in Section 15 of the Remote Gambling Decree, points to excessive gambling or a potential gambling addiction, the licensee will take appropriate measures to prevent excessive gambling and gambling addiction to the best of its ability.

At the very least, the holder of the licence to organise remote betting and gambling activities must implement such measures if the player exceeds a limit within the meaning of Section 4.14(2)(a) or (b) of the Remote Gambling Decree.

In terms of design and implementation, confirm that in the case of a reasonable suspicion of excessive betting and gambling or gambling addiction, the licensee will initiate a personal dialogue with the player, in which:

- a. it will make the player aware of his or her gambling behaviour and of the development thereof if possible and of the dangers of gambling addiction;
- b. it will provide the player with advice regarding the facilities aimed at limiting their betting and gambling activities and regarding the assistance available from addiction treatment institutions, and encourage the player to make use of those facilities;
- c. it will investigate whether the player has the potential to cause harm to themselves or to their family as a result of excessive betting and gambling or gambling addiction;
- d. it will advise the player to make use of a facility which allows them to gain easy insight into their gambling behaviour;
- e. it will advise the player to make use of the option of having their access to betting and gambling activities offered by the licensee on its platform restricted in accordance with a maximum period of time per visit or login session to be determined by the player or during time slots determined by the relevant player;
- f. it will restrict the player's access to betting and gambling activities offered by the licensee on its platform to a maximum period of time per login session or during certain time slots without the player's consent;
- g. it will advise the player to make use of the option of excluding themselves from taking part in betting and gambling activities offered by the licensee on its platform for a fixed or indefinite period of time;
- h. it will exclude the player from taking part in betting and gambling activities offered by the licensee on its platform without their consent for a fixed or indefinite period of time.

In terms of design and implementation, confirm that when the licensee conducts the investigation referred to in subsection 2(c), it will at the very least consider the impact the player's gambling is having on their financial situation, family life, health and employment status.

In terms of design and implementation, confirm that in addition to the intervention measures prescribed in accordance with Section 18(1) of the Remote Gambling Decree, the following intervention measures are applied:

- a. to send the player messages via the player interface to make them aware of their gambling behaviour in a sufficiently effective manner;

- b. to advise the player to make use of the option of excluding themselves from taking part in one or more betting and gambling activities or similar types of games offered by the licensee on its platform for a fixed period of time or at certain times;
- c. to exclude the player from taking part in betting and gambling activities or similar types of games offered by the licensee on its platform for a fixed period of time or at certain times.

In terms of design and implementation, confirm that the intervention measure prescribed in accordance with Section 18(1) is at least tailored to:

- a. the player's age;
 - b. the exhibited gambling behaviour;
 - c. the indicators that point to excessive betting and gambling or risks of gambling addiction;
 - d. the response of the player to previous intervention measures, insofar as such measures have been taken.
1. When choosing to apply an intervention measure or the simultaneous or successive application of multiple intervention measures, the licensee shall consider the necessity, effectiveness and proportionality of such measures.
 2. The licensee offering online betting and gambling activities shall in any case implement the intervention measure, referred to in Section 18(2)(a) at such a time when the player exceeds a limit within the meaning of Section 4.14(2) (a) or (b) or the Remote Gambling Decree.
 3. The licensee shall provide a clear and comprehensible outline of the reasons for each intervention measure when applying such measures.

51 - Regulations number Decree: R15

DK NL: KS.10.05.NL_1.4.

Assessment standard

In terms of design and implementation, confirm that the licensee will regularly use the player interface to remind players of the restrictions they themselves have placed on their own gambling behaviour, either by means of popups or by means of some other, equally effective type of message, whenever the player signs in or out of the online betting and gambling activities organised by the licensee, and whenever they switch to a different game.

Explanatory note:

Effective messaging in any case means that the licensee must regularly remind the player of the limits they have set with regard to their own gambling behaviour. This section prescribes that the licensee must in any case send the player messages via the player interface, either by means of popups or by means of some other, equally

effective type of message, whenever the player signs in or out of the online betting and gambling activities organised by the licensee, and whenever they switch to a different game, for example, when a player switches from a blackjack session to the virtual slot machines. This will make the player repeatedly aware of their gambling behaviour and of the intended gambling limits at times when this does not unduly hinder their gambling experience. This could otherwise lead to the popup losing its useful effect.

3.2 Danish framework

The section below includes the Danish standards that must be assessed to cover certain parts of Dutch regulations. The second column includes references to those Dutch laws that are covered by means of assessments of compliance with Danish standards.

Where in Danish legislation it is stipulated that the Danish language must be used, the betting and gambling activities to be assessed for compliance with Dutch legislation must be in Dutch.

3.2.1 Payment transactions

70 - Section number Decree: B4.28.1

DK NL: SCP.02.03.EN.1.1 3.4.3.2 = SCP02.01.EN.1.3. 3.4.3.2

Assessment standard

The gambling system may not allow a withdrawal which will result in the customer's account balance becoming negative.

71 - Section number Decree: B4.31.3

DK NL: SCP.02.03.EN.1.1

Assessment standard

The gambling system shall ensure that the balance of the gambling account is shown or readily accessible from all game pages.

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.

72 - Section number Decree: B4.32

DK REF: SCP.02.03.EN.1.1 3.4.4.4 = SCP02.01.EN.1.3. 3.4.3.1

Assessment standard

The gambling system shall keep a log of all transfers between gambling accounts and the individual games.

The gambling system shall be able to generate reports which accurately show transfers of funds to and from games.

3.2.2 Information Security

73 - Section number Decree and Regulations number Decree: b4.40, R.3.27.2

DK REF: SCP.03.00.EN_1.2 3.2.6

Assessment standard

If the provider has ISO27001 certification, then the foregoing activities need not be carried out and the report may refer to the relevant ISO report and we kindly request that the assessment body assess the ISO report according to the foregoing points.

Use of public networks

If the licensee uses public networks for data traffic between geographically dispersed subsystems then the information shall be encrypted and the subsystems shall utilise authentication.

All communications between geographically dispersed subsystems shall protect against:

- incomplete transmission,
- misrouting, unauthorised message alteration, unauthorised disclosure,
- unauthorised message duplication, or
- unauthorised replay.

The licensee shall utilise a secure primary DNS and a secure secondary DNS. The secondary DNS shall be logically and physically separate from the primary DNS.

74 - Section number Decree and Regulations number Decree: B4.40, R3.27.2

DK REF: SCP.03.00.EN_1.2 3.2.7

Assessment standard

If the provider has ISO27001 certification, then the foregoing activities need not be carried out and the report may refer to the relevant ISO report and we kindly request that the assessment body assess the ISO report according to the foregoing points.

Monitoring

The gambling system and the business systems shall maintain audit logs which record:

- staff members user activities;
- exceptions, and
- information security events.

These audit logs shall be kept for a minimum of five years and be protected against unauthorised access.

The gambling system and the business systems shall record all faults and monitor the use and serviceability of significant components. The significance follows from the classification of components in Spillemyndigheden's change management programme SCP.06.00.EN.

75 - Section number Decree and Regulations number Decree: b4.40, R.3.27.2

DK REF: SCP.03.00.EN_1.2 3.2.8

Assessment standard

If the provider has ISO27001 certification, then the foregoing activities need not be carried out and the report may refer to the relevant ISO report and we kindly request that the assessment body assess the ISO report according to the foregoing points.

Time synchronisation

The gambling system and business systems must on a suitable interval undergo time synchronisation through an authoritative time server, that could for instance be used for log entries.

76 - Section number Decree and Regulations number Decree: b4.40, R.3.27.2

DK REF: SCP.03.00.EN_1.2 3.3

Assessment standard

If the provider has ISO27001 certification, then the foregoing activities need not be carried out and the report may refer to the relevant ISO report and we kindly request that the assessment body assess the ISO report according to the foregoing points.

Access control:

The licensee shall have access control to protect the hardware that supports the systems and the user access to the systems.

77 - Section number Decree and Regulations number Decree: b4.40, R.3.27.2

DK REF: SCP.03.00.EN_1.2 3.3.1

Assessment standard

If the provider has ISO27001 certification, then the foregoing activities need not be carried out and the report may refer to the relevant ISO report and we kindly request that the assessment body assess the ISO report according to the foregoing points.

Physical access control

There shall be physical access control to the hardware on which the gambling system and the business systems are running, including any other equipment that can access systems.

78 - Section number Decree and Regulations number Decree: b4.40, R.3.27.2

DK NL: SCP.03.00.EN_1.2 3.3.2

Assessment standard

If the provider has ISO27001 certification, then the foregoing activities need not be carried out and the report may refer to the relevant ISO report and we kindly request that the assessment body assess the ISO report according to the foregoing points.

User access

The gambling system and the business systems shall enforce the use of strong passwords in relation to user access to the systems as well as timed logouts or screen savers for inactive access points.

79 - Section number Decree and Regulations number Decree: b4.40, R.3.27.2

DK REF: SCP.03.00.EN_1.2 3.3.3

Assessment standard

If the provider has ISO27001 certification, then the foregoing activities need not be carried out and the report may refer to the relevant ISO report and we kindly request that the assessment body assess the ISO report according to the foregoing points.

User access management

The authorisation to grant access to the gambling system and the business systems shall be restricted to as few employees as possible. Both the gambling system and the business systems shall allow for user accounts with varying degrees of access and privileges, so the policy and procedure of human resource management cf. section 3.1 can be implemented.

First time passwords shall be changed to a password chosen by the user at the first login.

80 - Section number Decree and Regulations number Decree: b4.40, R.3.27.2

DK REF: SCP.03.00.EN_1.2 3.3.4

Assessment standard

If the provider has ISO27001 certification, then the foregoing activities need not be carried out and the report may refer to the relevant ISO report and we kindly request that the assessment body assess the ISO report according to the foregoing points.

Network access control and security

The gambling system and the business systems shall enforce access control restrictions on network functions and user access shall only be possible through this access control. The gambling system and the business systems shall prevent unauthorised internal and external access to network functions.

The gambling system and the business systems shall utilise segregated networks so groups of related functions, users and subsystems are segregated from each other.

81 - Section number Decree and Regulations number Decree: b4.40, R.3.27.2

DK REF: SCP.03.00.EN_1.2 3.3.5

Assessment standard

If the provider has ISO27001 certification, then the foregoing activities need not be carried out and the report may refer to the relevant ISO report and we kindly request that the assessment body assess the ISO report according to the foregoing points.

Operating system access control and security

All users shall have a unique identifier/user ID for their personal use only and the gambling system and the business systems shall enforce suitable authentication techniques to ensure confirmation of the identity of each user at log in.

*The obligation to make use of a 'unique identifier' is not required under Dutch regulations.

Routing controls shall be used to control access to the operating system of significant components. The significance follows from the classification of components in Spillemyndigheden's change management programme.

SCP.06.00.EN.

When an operating system is installed on a device that is part of the gambling system, only functions that are strictly necessary for the purpose of that device shall be installed/activated. Utilities and programs which might be capable of overriding system and application controls shall never be installed in the gambling system and the business systems of the licensee.

82 - Section number Decree and Regulations number Decree: b4.40, R.3.27.2

DK REF: SCP.03.00.EN_1.2 3.3.6

Assessment standard

If the provider has ISO27001 certification, then the foregoing activities need not be carried out and the report may refer to the relevant ISO report and we kindly request that the assessment body assess the ISO report according to the foregoing points.

Application and information access control and security

All users shall have a unique identifier/user ID for their personal use only and the gambling system and the business systems shall enforce suitable authentication techniques to substantiate the claimed identity of each user at log in.

*The obligation to make use of a 'unique identifier' is not required under Dutch regulations.

Sensitive information shall be stored and transmitted in an encrypted state and the gambling system and the business systems shall facilitate enhanced access control restrictions to this information.

83 - Section number Decree and Regulations number Decree: b4.40, R.3.27.2

DK REF: SCP.03.00.EN_1.2 3.4.1

Assessment standard

If the provider has ISO27001 certification, then the foregoing activities need not be carried out and the report may refer to the relevant ISO report and we kindly request that the assessment body assess the ISO report according to the foregoing points.

Correct processing in applications

Data input to applications shall be validated to ensure that data is context appropriate and unable to harm the gambling system and the business systems.

Automated reconciliation/validation shall be incorporated into applications to ensure against corruption or interference.

Data output from applications shall be validated to ensure that the processing of stored information is correct.

84 - Section number Decree and Regulations number Decree: b4.40, R.3.27.2

DK REF: SCP.03.00.EN_1.2 3.4.2

Assessment standard

If the provider has ISO27001 certification, then the foregoing activities need not be carried out and the report may refer to the relevant ISO report and we kindly request that the assessment body assess the ISO report according to the foregoing points.

Cryptographic controls and digital signatures

Encryption keys and digital signatures shall be stored in a secure manner.

85 - Section number Decree and Regulations number Decree: b4.40, R.3.27.2

DK REF: SCP.03.00.EN_1.2 3

Assessment standard

If the provider has ISO27001 certification, then the foregoing activities need not be carried out and the report may refer to the relevant ISO report and we kindly request that the assessment body assess the ISO report according to the foregoing points
Regardless of who has access to the gambling system and the business systems, access rights shall be adapted to every individual so access to information is restricted if it is irrelevant for the completion of the duties of said individual.

86 - Section number Decree and Regulations number Decree: b4.40, R.3.27.2

DK NL: SCP.03.00.EN_1.2 3.1

Assessment standard

If the provider has ISO27001 certification, then the foregoing activities need not be carried out and the report may refer to the relevant ISO report and we kindly request that the assessment body assess the ISO report according to the foregoing points.

Human resource management

The licensee shall have a policy for the creation, change and termination of user access to the gambling system and the business systems. Based on this policy a formal procedure shall be devised which ensures the following:

- that a detailed job description exists for each staff member;
- that user access to the gambling system and the business systems are in accordance with the job description of each staff member;
- that user access is adapted to reflect any change to the job description, and
- that user access is terminated upon the termination of staff.

Corresponding policies and procedures shall exist in relation to user access to the gambling system and the business systems of consultants and other third parties if such are given access.

87 - Section number Decree and Regulations number Decree: b4.40, R.3.27.2

DK REF: SCP.03.00.EN_1.2 3.2.1

Assessment standard

If the provider has ISO27001 certification, then the foregoing activities need not be carried out and the report may refer to the relevant ISO report and we kindly request that the assessment body assess the ISO report according to the foregoing points.

Operation procedures and responsibilities

The gambling system and the business systems shall be capable of shutting down safely in the event of a power failure. Emergency power is required to ensure the integrity of data, logs, backups as well as to ensure that ongoing games can be concluded.

88- Section number Decree and Regulations number Decree: b4.40, R.3.27.2

DK REF: SCP.03.00.EN_1.2 3.2.2

Assessment standard

If the provider has ISO27001 certification, then the foregoing activities need not be carried out and the report may refer to the relevant ISO report and we kindly request that the assessment body assess the ISO report according to the foregoing points.

System planning and monitoring

The gambling system and the business systems shall log system performance and have the facility to provide performance reports.

The use of system resources shall be monitored and adjusted, and projections shall be made of future capacity requirements to ensure adequate system performance.

89- Section number Decree and Regulations number Decree: b4.40, R.3.27.2

DK REF: SCP.03.00.EN_1.2 3.2.3

Assessment standard

If the provider has ISO27001 certification, then the foregoing activities need not be carried out and the report may refer to the relevant ISO report and we kindly request that the assessment body assess the ISO report according to the foregoing points.

Protection against malicious code

The gambling system and the business systems shall have tools to detect and prevent intrusion and insertion of unauthorised code.

90- Section number Decree and Regulations number Decree: b4.40, R.3.27.2

DK REF: SCP.03.00.EN_1.2 3.2.4

Assessment standard

If the provider has ISO27001 certification, then the foregoing activities need not be carried out and the report may refer to the relevant ISO report and we kindly request that the assessment body assess the ISO report according to the foregoing points.

Back-up

The gambling system and the business systems shall have the capacity to backup all critical data and restore all critical data from backup.

The gambling system and the business systems shall be able to recover all critical data from the time of the last backup to the point in time at which the system failure occurred.

91 - Section number Decree and Regulations number Decree: b4.40, R.3.27.2

DK REF: SCP.03.00.EN_1.2 3.2.5

Assessment standard

If the provider has ISO27001 certification, then the foregoing activities need not be carried out and the report may refer to the relevant ISO report and we kindly request that the assessment body assess the ISO report according to the foregoing points.

Network security management

The gambling system and the business systems shall be implemented in such a way that devices in the same broadcast domain shall not allow any alternate network paths to bypass the firewall.

Firewalls shall be dedicated to firewall operations and shall only contain administrative accounts and firewall related applications. Firewall access shall be restricted to workstation that are part of the configuration baseline as defined in Spillemyndigheden's change management programme SCP.06.00.EN and shall reject all data packets designated from anywhere else than these workstations.

Firewalls shall maintain an audit log of parameter changes affecting the firewall connection permissions and all successful and unsuccessful access attempts made.

3.2.3 *Gambling technology*

92 - Regulations number Decree: R3.3

DK REF: SCP.02.03.EN.1.1, SCP.02.03.EN.1.1

Assessment standard

1. The gambling system shall allow the customer to complete any incomplete games.
2. The gambling system shall ensure that all incomplete games are accounted for, and that the customer knows the status of these games and his or her stake.

5.1.2.5 The rules shall address how interruptions of ongoing games are handled.

93 - Regulations number Decree: R3.5

DK REF: SCP.02.03.EN.1.1 4.2.2.2

Assessment standard

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).

94 -Regulations number Decree: R3.5

DK REF: SCP.02.03.EN.1.1 4.2.2.1

Assessment standard

The gambling system shall clearly display the bet denomination or currency of the game.

95 - Regulations number Decree: R3.8

DK NL: SCP.02.03.EN.1.1

Assessment standard

6.1.4.1 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.
Guidance: This does not prevent a customer from playing several different games at the same time.

96 - Section number Decree and Regulations number Decree: B4.2.3, R3.2.1.

DK REF: SCP.01.03.EN.1.1 3.2.2.1

Assessment standard

Games without stakes (free games, games for fun, trial games etc.) shall present the chance of winning in a correct and balanced way so as not to create an impression that the chance of winning is bigger than it actually is in games with stakes.

97 - Regulations number Decree: R3.2.1**DK REF:** SCP.01.03.EN.1.1 3.1.1.2**Assessment standard**

The RNG shall be generally recognised as being a cryptographically strong source for drawing random numbers.

98 - Regulations number Decree: R3.2.1**DK REF:** SCP.01.03.EN.1.1 3.1.1.3**Assessment standard**

The RNG output shall pass the following statistical tests:

- the DIEHARD test suite (Marsaglia);
- the NIST (National Institute of Standards and Technology) Statistical Test Suite; or
- a similar test suite of the same level.

The tests shall be conducted on a data set, which the accredited testing organisation considers to be sufficient for securing statistical valid results.

99 - Regulations number Decree: R3.2.1**DK NL:** SCP.01.03.EN.1.1 3.1.1.4**Assessment standard**

The RNG output shall be statistically independent.

100 - Regulations number Decree: R3.2.1**DK NL:** SCP.01.03.EN.1.1 3.1.1.5**Assessment standard**

The RNG output shall have a correct statistical standard deviation.

101 - Regulations number Decree: R3.2.1**DK REF:** SCP.01.03.EN.1.1 3.1.1.6**Assessment standard**

The RNG output shall be unpredictable without knowledge of its algorithm, implementation and the current value of the seed.

102 - Regulations number Decree: R3.2.1**DK REF:** SCP.01.03.EN.1.1 3.1.1.7**Assessment standard**

The RNG shall pass all tests during maximum load.

Guidance: maximum load is defined by the licensee as the load level where the gambling system automatically rejects customer input.

103 - Regulations number Decree: R3.2.1**DK REF:** SCP.01.03.EN.1.1 3.1.2.1**Assessment standard**

Functionality with an element of chance but not used for generating results shall be based on a certified Random Number Generator (RNG) and related functionality (seeding, mapping, shuffling, etc.).

Guidance: e.g. this could be a players assignment of seat at the poker table in a poker tournament or the generation of bingo cards for online bingo.

104 - Regulations number Decree: R3.2.1**DK REF:** SCP.01.03.EN.1.1 3.1.2.3**Assessment standard**

The RNG output shall pass the following statistical tests:

- the DIEHARD test suite (Marsaglia);
- the NIST (National Institute of Standards and Technology) Statistical Test Suite, or
- a similar test suite of the same level.

The tests shall be conducted on a data set, which the accredited testing organisation considers to be sufficient for securing statistical valid results.

105 - Regulations number Decree: R3.2.1**DK NL:** SCP.01.03.EN.1.1 3.1.3.1**Assessment standard**

Drawings from an RNG shall be distributed uniformly. Statistical tests should demonstrate a normal distribution.

106 - Regulations number Decree: R3.2.1**DK REF:** SCP.01.03.EN.1.1 3.1.3.2**Assessment standard**

The series of numbers selected by the RNG shall be adequate to provide a sufficient likely chance that the outcome achieved corresponds to the desired and expected return to player.

107 - Regulations number Decree: R3.2.1**DK REF:** SCP.01.03.EN.1.1 3.1.3.3**Assessment standard**

Mapping and scaling of the RNG for symbols or events shall ensure that the output can be approved through the corresponding randomness tests of the RNG they were taken from.

Guidance: The scaled sequence of numbers shall pass the same statistical tests that apply to the sequence of numbers produced by the RNG; scaled algorithms are not permitted to lead to bias or result in the creation of patterns.

108 - Regulations number Decree: R3.2.1

DK REF: SCP.01.03.EN.1.1 3.1.3.4

Assessment standard

The licensee shall be able to verify that the results of the RNG are the same as those found in the gambling system after the event.

109 - Regulations number Decree: R3.2.1

DK REF: SCP.01.03.EN.1.1 3.1.3.5

Assessment standard

If the rules of the game require a sequence or mapping of units or events to be set up in advance (e.g. location of hidden objects within a labyrinth), it is not permitted to assign a new sequence or new mapping to the units or events unless this is stated in the rules.

110 - Regulations number Decree: R3.2.1

DK NL: SCP.01.03.EN.1.1 3.1.3.6

Assessment standard

Unless it is stated in the game rules, the events based on randomness in the game shall be independent of (not related to) other events in the game or events in previous games.

111 - Regulations number Decree: R3.2.1

DK NL: SCP.01.03.EN.1.1 3.1.3.7

Assessment standard

Random outcomes that decide games shall not be affected or controlled by anything else than number values produced in an approved manner by the verified RNG combined with the rules of the game.

Guidance: This does not exclude permissibility of games which temporarily change character while they are ongoing or jackpots decided by anything else than simple game results.

112 - Regulations number Decree: R3.2.1

DK REF: SCP.01.03.EN.1.1 3.1.4.1

Assessment standard

If a hardware RNG is being used, the gambling system shall use a failsafe mechanism to deactivate the game in the event of errors in the unit.

Guidance: it is possible to use software RNG as backup to a hardware RNG, provided that the software RNG also fulfils the requirements for RNG mentioned in this document.

113 - Regulations number Decree: R3.2.1**DK REF:** SCP.01.03.EN.1.1 3.1.5.1

Assessment standard

The gambling system shall secure the RNG output by applying an appropriate and efficient method for seeding and reseeding.

Guidance: This requirement applies to all technological aspects of the reseeding method, not process components.

114 - Regulations number Decree: R3.2.1**DK REF:** SCP.01.03.EN.1.1 3.1.6.1

Assessment standard

RNG output which is mapped and scaled for a symbol or an event shall be applied immediately and in accordance with the game rules.

Guidance: this does not prevent games which temporarily change character while ongoing from being played in accordance with the game rules of these games.

115 - Regulations number Decree: R3.2.1**DK NL:** SCP.01.03.EN.1.1 3.2.1.1

Assessment standard

Games shall be independent of the characteristics of the customer's equipment and/or communication channel.

116 - Regulations number Decree: R3.2.1**DK NL:** SCP.01.03.EN.1.1 3.2.3.1

Assessment standard

Games shall give customers fair expectations of their chances of winning by correctly presenting all outcomes and/or events on which the games are based.

Guidance: concepts such as "nearmiss" are not regarded to be fair in this connection.

117 - Regulations number Decree: R3.2.1**DK REF:** SCP.01.03.EN.1.1 3.2.3.2

Assessment standard

Games shall give a fair impression of whether a customer is able to affect the outcome.

Guidance: Games which give the customers the impression that they have control over the outcome of the game when they do not (i.e. the result is completely random) are not permitted.

118 - Regulations number Decree: R3.2.1

DK REF: SCP.01.03.EN.1.1 3.2.3.3

Assessment standard

The gambling system shall ensure that all games which are being presented as being based on random outcomes actually have the same likely chance of producing a given combination each time the game is played.

Guidance: the return to player shall not be manipulated by the system or by manual interference to maintain a constant return to player to the player.

Guidance: the games are not allowed to adjust to the behaviour of the player.

119 - Regulations number Decree: R3.2.1

DK REF: SCP.01.03.EN.1.1 3.2.3.4

Assessment standard

Games which involve the simulation of a physical object (dice, roulette wheels, etc.) shall provide true and fair outcomes in accordance with expectations to this physical object.

Guidance: if a game is presented as a direct or indirect simulation of a physical object, the simulation shall be identical with the expected behaviour of the physical object.

120 - Regulations number Decree: R3.2.1

DK NL: SCP.01.03.EN.1.1 - 3.3.1

Assessment standard

The gambling system shall ensure that the actual funds transferred to a jackpot correspond to what is stated in the rules governing the jackpot in question.

Guidance: if there is a maximum amount on a jackpot, all further contributions after this maximum has been reached shall be credited to another pool (see below for details).

121 - Regulations number Decree: R3.2.1

DK REF: SCP.01.03.EN.1.1 - 3.3.2

Assessment standard

The gambling system shall ensure that the return to player corresponds to what the customer has been led to expect, irrespective of the game unit stake.

122 - Regulations number Decree: R3.2.1

DK REF: SCP.01.03.EN.1.1 - 3.3.3

Assessment standard

If a minimum stake is required for a customer to trigger a jackpot, the basic game (ex Jackpot) shall have the stated return to player.

123 - Regulations number Decree: R3.2.1

DK REF: SCP.01.03.EN.1.1 - 3.3.4

Assessment standard

The gambling system shall ensure that all customers who contribute to a jackpot have a chance of winning the jackpot while playing the game in question.

124 - Regulations number Decree: R3.2.1

DK REF: SCP.01.03.EN.1.1 - 3.3.5

Assessment standard

The gambling system shall ensure that the likely chance of winning the jackpot is linearly proportional to the customer's contribution to the jackpot.

125 - Regulations number Decree: R3.2.1

DK NL: SCP.02.03.EN.1.1 5.2.1.1

Assessment standard

Game symbols applied in live casino games shall be automatically registered by 'studio technology'.

126 - Regulations number Decree: R3.2.1

DK REF: SCP.02.03.EN.1.1 5.2.1.2

Assessment standard

Game symbols applied in live casino games shall be reported to the gambling system.

127 - Regulations number Decree: R3.2.1

DK REF: SCP.02.03.EN.1.1 5.2.1.3

Assessment standard

Game rules for live casino games shall be programmed into the gambling system.

128 - Regulations number Decree: R3.2.1

DK REF: SCP.02.03.EN.1.1 5.2.3.1

Assessment standard

The live casino gaming components of the gambling system shall include video surveillance.

129 - Regulations number Decree: R3.2.1**DK REF:** SCP.02.03.EN.1.1 5.2.4.1**Assessment standard**

There shall be formal physical access control to the live casino game studio and the adjoining facilities.

130 - Regulations number Decree: R3.2.2**DK REF:** SCP.02.03.EN.1.1 5.1.1.2**Assessment standard**

All participants playing against one of the licensee's customers shall be connected to a gambling operator and unequivocally identifiable by the licensee.

Guidance: this does not prevent any player from being anonymous to other players.

131 - Regulations number Decree: R3.2.2**DK NL:** SCP.02.03.EN.1.1 5.1.1.3**Assessment standard**

As referred to in 5.1.1.1, data shall be kept within the licensee's gambling system.

132 - Regulations number Decree: R3.2.2**DK NL:** SCP.02.03.EN.1.1 5.1.1.4**Assessment standard**

The gambling system shall include steps to prevent the customers from playing against themselves.

133 - Regulations number Decree: R3.2.2**DK REF:** SCP.02.03.EN.1.1 5.1.1.5**Assessment standard**

The gambling system shall have methods for discovering whether the same equipment is being used by one or more participants in the peertopeer system at the same time.

134 - Regulations number Decree: R3.2.2**DK REF:** SCP.02.03.EN.1.1 5.1.1.6**Assessment standard**

The gambling system shall, as far as possible, include a limitation so that the same equipment is not being used by one or more participants in the peertopeer system at the same time.

135 - Regulations number Decree: R3.2.2**DK REF:** SCP.02.03.EN.1.1 5.1.3.1**Assessment standard**

The gambling system shall have technical methods for disclosing suspicious circumstances on an ongoing basis (realtime).

136 - Regulations number Decree: R3.2.2

DK REF: SCP.02.03.EN.1.1 5.1.3.2

Assessment standard

The gambling system shall be capable of analysing suspicious events and use this as a basis for generating reports.

137 - Regulations number Decree: R3.2.2

DK REF: SCP.02.03.EN.1.1 5.1.3.3

Assessment standard

The gambling system shall have technical methods to support the rules (5.1.2.4) regarding the customer's use of add-on applications for automation of games.

138 - Regulations number Decree: R3.2.2

DK REF: SCP.02.03.EN.1.1 5.1.1.1

Assessment standard

The gambling system shall keep a log of all participants in the games of the licensee.

139 - Regulations number Decree: R3.4, B4.34

DK REF: SCP.02.03.EN.1.1 4.3.1.4

Assessment standard

The game rules shall not change during the actual game.

140 - Regulations number Decree: R3.4.2

DK REF: SCP.02.03.EN.1.1 4.3.1.1

Assessment standard

All games shall have associated rules and instructions covering all aspects of the game.

141 - Section number Decree: B4.34.1, B4.34.2, B4.38.1

DK REF: SCP.02.03.EN.1.1 – 4.3.1.2

Assessment standard

The game rules (see 4.3.1.1) shall be true and fair and unambiguous.

142 - Section number Decree: B4.34.1, B4.34.2, B4.38.1

DE normenkader: SCP.02.03.EN.1.1 – 4.3.1.3

Assessment standard

The game rules shall be available to the customer through the same medium and on the same unit as that used for the actual game.

143 - Section number Decree: B4.34.1, B4.34.2, B4.38.1

DK REF: SCP.02.03.EN.1.1 – 4.3.1.5

Assessment standard

Games shall always be arranged in accordance with the current game rules.

144 - Section number Decree: B4.34.1, B4.34.2, B4.38.1

DK REF: SCP.02.03.EN.1.1 – 4.3.2.1

Assessment standard

Written instructions shall be in Danish and be both grammatically and syntactically correct.

Guidance: This does not prevent translation of written instructions into other languages.

145 - Section number Decree: B4.34.1, B4.34.2, B4.38.1

DK REF: SCP.02.03.EN.1.1 – 4.3.2.2

Assessment standard

The base version language is Danish (if several languages are used).

146 - Section number Decree: B4.34.1, B4.34.2, B4.38.1

DK REF: SCP.02.03.EN.1.1 – 4.3.2.4

Assessment standard

All playing information shall be given to the customer in the language chosen by the customer. Game rules and instructions shall be the same in all language versions.

147 - Section number Decree: B4.34.1, B4.34.2, B4.38.1

DK REF: SCP.02.03.EN.1.1 – 4.3.2.6

Assessment standard

Game rules and instructions shall be available without it being necessary to place a stake.

148 - Section number Decree: B4.34.1, B4.34.2, B4.38.1

DK REF: SCP.02.03.EN.1.1 – 4.3.2.7

Assessment standard

Game rules and instructions shall be available during the entire game.

Guidance: Playing instructions shall be visible and readily accessible in all situations.

Guidance: When a game temporarily changes character when it is played, the game rules and instructions shall be changed correspondingly.

149 - Section number Decree: B4.34.1, B4.34.2, B4.38.1

DK REF: SCP.02.03.EN.1.1 – 4.3.3.1

Assessment standard

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.

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.

150 - Section number Decree: B9

DK REF: SCP.02.03.EN.1.1 5.2.1.4

Assessment standard

The gambling system shall be capable of analysing live casino games with a view to mapping irregularities and deviations and use this as a basis for generating reports.

3.2.4 *Addiction prevention*

151 - Section number Decree and Regulations number Decree: 9

DK REF: SCP.02.03.EN.1.1 4.2.1.1, 4.2.1.2, 4.2.1.3, 4.2.1.4, 4.2.1.5 & 4.2.1.6 =
SCP02.01.EN.1.3. 4.2.1.1, 4.2.1.2, 4.2.1.3, 4.2.1.4, 4.2.1.5 & 4.2.1.6

Assessment standard

4.2.1.1. The gambling system shall ensure that rules and instructions (including restrictions for games and how the customer plays) are easily available from all game pages related to the game.

4.2.1.2. The gambling system shall ensure that the name of the game is shown on all pages related to the game.

Guidance: the game name may be visible in the title bar of the window or the tab in which the game is running.

4.2.1.6 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.



Afzendinggegevens

Kansspelautoriteit

Rijnstraat 50

2515 XP Den Haag

Postbus 298

2501 CG Den Haag

www.kansspelautoriteit.nl