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**Poročanje v podporo pri nadzorovanju spletnih storitev iger na srečo, ki ga izvajajo organi za nadzor iger na srečo v državah članicah**

Reporting in support of supervision of online gambling services by the gambling regulatory authorities of the Member States

Berichterstattung zur Unterstützung der Aufsicht über Online-Glücksspiele durch die Glücksspielaufsichtsbehörden der Mitgliedstaaten

Remontées d'informations à l'appui de la surveillance des services de jeux d'argent et de hasard en ligne par les autorités de régulation des jeux en ligne des États membres

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EUROPEAN STANDARD  
NORME EUROPÉENNE  
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**Reporting in support of supervision of online gambling  
services by the gambling regulatory authorities of the  
Member States**

Remontées d'informations à l'appui de la surveillance  
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Glücksspielaufsichtsbehörden der Mitgliedstaaten

This European Standard was approved by CEN on 25 July 2021.

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EUROPEAN COMMITTEE FOR STANDARDIZATION  
COMITÉ EUROPÉEN DE NORMALISATION  
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**EN 17531:2021 (E)****European foreword**

This document (EN 17531:2021) has been prepared by Technical Committee CEN/TC 456 “Reporting in support of online gambling supervision”, the secretariat of which is held by AFNOR.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by March 2022, and conflicting national standards shall be withdrawn at the latest by March 2022.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

This document has been prepared under a mandate given to CEN by the European Commission and the European Free Trade Association.

Any feedback and questions on this document should be directed to the users’ national standards body. A complete listing of these bodies can be found on the CEN website.

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## Introduction

This document was developed in response to a European Commission standardisation request as regards a European standard on reporting in support of supervision of online gambling services by the gambling regulatory authorities of the Member States of 4 April 2018.

This document seeks to identify the data elements needed by Members States' regulatory authorities for online gambling supervision purposes. However, it recognizes that some Member States **may** need to add data elements that are unique to, or required in, their regulation of online gambling. Further, in some Member States, regulatory authorities **may** not be permitted to collect certain data, such as player personal information. Therefore, some clauses in this standard **may** not be applicable to some Member States. It is the responsibility of the operators and suppliers to ensure compliance with the requirements of each Member State.

Additionally, the document seeks to provide regulatory authorities with access to data reports that will support the achievement of their objectives of public policy, in particular consumer protection, operational transparency, game fairness, and the detection and prevention of fraud and betting-related match-fixing.

Given the divergent regulation of all forms of gambling and in the absence of harmonisation, the document aims at minimising administrative burden for regulatory authorities, operators and suppliers resulting from compliance with different regulatory reporting requirements through a voluntary standard.

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## 1 Scope

The development of (a) European standard(s) on reporting by online gambling service operators and suppliers to the gambling regulatory authorities in the Member States for the purpose of supervision of online gambling services standard (referred to within the specification as OGR or Online Gambling Reporting).

It will provide a voluntary tool to the gambling regulatory authorities in the Member States, without prejudice to the competence of Member States in the regulation of online gambling. It does not impose any obligation on them to introduce or alter reporting requirements or to authorise or deny authorisation to any operators or suppliers for example where the national gambling legislation imposes other rules. Member States remain competent to define for which games reporting should take place. The scope of reporting is in accordance with the applicable legislation in the Member State where the operator is licensed and where services are offered to consumers.

## 2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 9834-8:2014, *Information technology — Procedures for the operation of object identifier registration authorities — Part 8: Generation of universally unique identifiers (UUIDs) and their use in object identifiers*

ISO 20022 (Series), *Financial services — Universal financial industry message scheme*

ISO 3166-1, *Codes for the representation of names of countries and their subdivisions — Part 1: Country code*

ISO 3166-2, *Codes for the representation of names of countries and their subdivisions — Part 2: Country subdivision code*

ISO 4217, *Codes for the representation of currencies*

ISO 5218, *Information Interchange — Representation of Human Sexes*

RFC 3339, *Date and Time on the Internet: Timestamps*

RFC 2822, *Internet Message Format*

## 3 Terms and definitions

No terms and definitions are listed in this document.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- IEC Electropedia: available at <http://www.electropedia.org/>
- ISO Online browsing platform: available at <http://www.iso.org/obp>

## 4 Symbols and Abbreviated Terms

The following abbreviated term is used within this document.

**OGR** Online Gambling Reporting a shortened version of the standard title Online Gambling: Reporting in Support of Supervision

## 5 Clause title, e.g. Paragraphs and Lists

### 5.1 General

In alignment with the European Commission mandate, this document's specification uses XML as the extensible mark-up language. The specification is developed using a set of rules and conventions that apply throughout. For ease of implementation by all types of enterprises and regulatory authorities an XSD is provided.

Within this document, many elements are identified as “optional”. Similarly, 0 (zero) instances of many elements are allowed. This simply means that the specific elements are not required within reports for the reports to be syntactically correct.

Regulators **may** require that operators report some or all these elements to meet the semantic requirements of the jurisdiction. Operators should be sure to ask their local regulators which of these elements are required within the regulator’s jurisdiction. Similarly, regulators **may** specify default values for the optional elements – that is, the semantic meaning of the optional element if it is omitted.

As a convention any data element that does not have a value **shall** be <empty> or omitted from the reporting.

### 5.2 Reporting Model

Two modes of reporting are supported by this standard: periodic reporting and near-real-time reporting.

- **Periodic** reporting is the primary mode of reporting within this standard. It **may** be the only mode of reporting used in many jurisdictions. In this mode, gaming activity is summarized and reported after the fact, typically on a daily and/or monthly basis. The information reported in this mode includes game-play summaries, funds-in-play summaries, player account activity summaries, and jackpot activity summaries.
- **Near-real-time** reporting is the secondary mode of reporting. It **may** be used when a greater level of detail is required. In this mode, gaming activity is also reported after the fact, but at a much greater level of detail and at a much greater frequency than with periodic reporting – for example, reporting sports bets immediately after they have been placed. Near-real-time reports are designed to provide the detail behind the periodic reports. The types of information reported in this mode include game-play results, player account movements, and jackpot movements. Even though these reports are referred to as near-real-time, the frequency can be much longer depending on the needs of the jurisdiction – for example, sports bets can be reported hourly or daily if that is the preferred frequency.

All reports are designed to be internally consistent with one another so that the reported data itself can be audited and reconciled. Near-real-time reports can be reconciled against periodic reports. Different periodic reports can be reconciled against one another. Ending balances can be reconciled against opening balances.

Not all reports **may** be needed by a specific jurisdiction – for example, if a jurisdiction does not audit player registration information, the jurisdiction might not need reports containing that information. OGR is designed so that jurisdictions can select the modes, as well as the types of data, most appropriate to their needs.

### 5.3 Data Transport Security

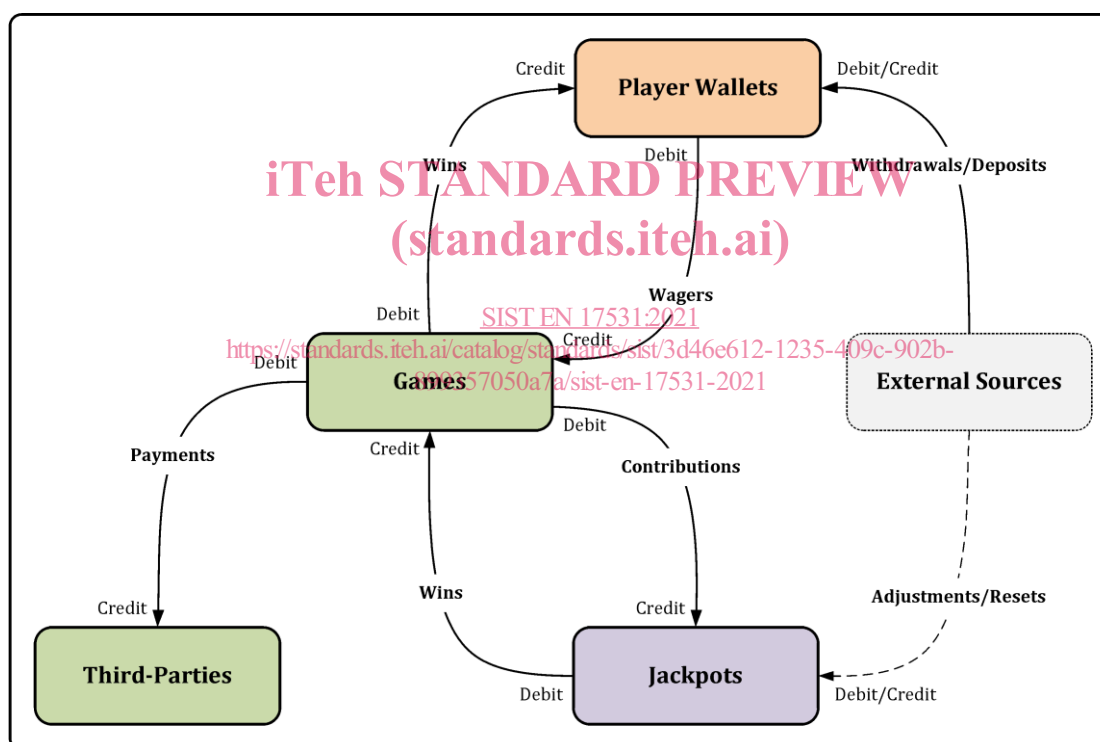
It is expected that standard computing data delivery security mechanisms, for example HTTPS, VPNs, and standard encryption methodologies, for example TLS, PGP or AES, will be used for data in transit, that is for the data files being transferred between Operator and Regulator systems. However, data at rest, i.e. data stored within the Operator’s and Regulator’s systems and how it is protected, is outside the scope of

this document. To address data integrity, a standard mechanism, for example digital signatures, may be used.

## 5.4 Model for Funds Movement

The primary funds movement model used in this document is similar to double-entry bookkeeping (see Figure 1). For every debit, there is an offsetting credit. For example, if there is a debit (deduction) to a player account for a wager, there is also an offsetting credit to the game for the wager. Player accounts, games, and jackpots are viewed as bookkeeping accounts. Funds move from one account to another. The total debits always equal the total credits. Within the specification, credits are represented as positive values; debits are represented as negative values. Positive values increase the value of an account; negative values decrease the value of an account.

The only exception to this rule is funds movements to/from external sources – for example, deposits to player wallets or adjustments to jackpots. Within this document, there are no offsetting entries for those types of funds movements. Thus, those types of funds movements cannot be reconciled against other offsetting funds movements reported with this document. Instead, those types of funds movements must be reconciled against external sources of information – for example, statements from banks or payments processors.



**Figure 1**

This model is referred to as the Online Reporting Model within this document.

The sections of the specification that cover specific game categories – that is, fixed-odds betting, pari-mutuel betting, poker cash games, poker tournaments, etc. – include information about the recommended accounting models for the game categories. This information includes the list of transaction types (also known as metrics or meters) used within the accounting model.

The sections of the specification related to player accounts and jackpots contain the recommended accounting models for external funds movements to/from player accounts and jackpots. Funds movements associated with game play are addressed in the pertinent sections related to specific game

categories; external funds movements, which are not associated with game play, are addressed in the sections related to player accounts and jackpots.

### 5.5 Periodic and Near-Real-Time Reports

The following table provides a summary of the primary periodic and near-real-time (NRT) reports supported by the standard. The data structures for the reports, as well as the near real-time transactions that support them, are fully described in the pertinent sections of the specification. Other secondary reports **may** also be described in those sections.

A common set of headers is used with all reports defined within the specification. The headers act as the outer wrapper for the reports. They identify the contents of the reports. The headers are fully described in the section of the specification on constructing reports.

Some reports can be sent as near-real-time reports or as periodic reports – for example, Player Registration reports can be sent in near-real-time as players are being registered or on a periodic basis to report all players with changes to their registration information for the period or to report all players who were active during the period. The descriptions of the individual reports (see Table 1) indicate whether a report can be sent in near-real-time, periodically, or both. The exact requirements will be determined by the jurisdictions requiring the reports.

**Table 1 — Periodic and Near-Real-Time Reports**

Report	Section	Mode	Description
Player Registration	Player Registration	NRT or Periodic	Contains new player registration information as well as updates to that information.
Player Activity	Player Accounts	NRT or Periodic	Contains changes to player account balances from sources other than game-play – for example, deposits, adjustments, etc.
Player Balance	Player Accounts	Periodic	Contains opening balances, closing balances, and a summary of transactions affecting those balances for the period grouped by player (playerId).
Jackpot Activity	Jackpots	NRT or Periodic	Contains records of changes to jackpot balances from sources other than game-play – for example, adjustments, jackpot resets, etc.
Jackpot Balance	Jackpots	Periodic	Contains opening balances, closing balances, and a summary of transactions affecting those balances for the period grouped by jackpot (jackpotControllerId).
Jackpot Interval	Jackpots	Periodic	Contains jackpot balances captured at intervals during the period.
Game Activity	Online Games	NRT or Periodic	Contains records of individual game-play activities – for example, wagers, winnings, cancellations, etc.
Game Results	Online Games	NRT or Periodic	Contains records of completed games including wagers, wins, jackpot contributions, and third-party payments.
Game Summary	Online Games	Periodic	Contains a summary of funds movements by game for the period.
Player Summary	Online Games	Periodic	Contains a summary of funds movements by player for the period.
Jackpot Summary	Online Games	Periodic	Contains a summary of funds movements by jackpot for the period.
Payment Summary	Online Games	Periodic	Contains a summary of funds movements by payee for the period.

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<b>Report</b>	<b>Section</b>	<b>Mode</b>	<b>Description</b>
Game Funds-In-Play	Online Games	Periodic	Contains a summary of wagers, wins, jackpot contributions, and third-party payments for games that were not completed at the end of the period grouped by game (gameId).
Player Funds-In-Play	Online Games	Periodic	Contains a summary of wagers and wins for games that were not completed at the end of the period grouped by player (playerId).
Jackpot Funds-In-Play	Online Games	Periodic	Contains a summary of jackpot contributions and wins for games that were not completed at the end of the period grouped by jackpot (jackpotControllerId).
Payee Funds-In-Play	Online Games	Periodic	Contains a summary of third-party payments for games that were not completed at the end of the period grouped by payee (payeeId).

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## 5.6 Reporting Requirements

### 5.6.1 XML Encoding

Reports created following this document **shall** be encoded using Extensible Markup Language (XML). To aid developers in generating programs that create or consume the reports, XML schemas accompany this document. The schemas conform to the XML Schema Definition (XSD) standard. All reports created following this standard specification **shall** be able to pass validation against the XML schemas. If there is a discrepancy between this document and the XML schemas, the XML schemas take precedence.

The XML schemas are intended to be extensible so that jurisdiction-specific requirements can be easily met while still working within the framework of this document without requiring the submission of elements that would be unused by the jurisdiction. XML Namespaces

The XML schemas that accompany this document use XML namespaces to help organize the schemas into logical units. These namespaces are an integral part of the XML schemas as well as this document. The XML namespaces in the XML schemas **shall** NOT be modified. To avoid ambiguity, XML namespaces and prefixes **shall** be used in reports that are intended to be compliant with this document.

The XML namespaces are constructed as Uniform Resource Names (URN) using the following identifiers (see Table 2) separated by colons (:). When extending the XML schemas, the same methodology should be used for creating new namespaces.

**Table 2 — Namespace Identifiers**

Identifier	Description	Example
URN	Indicates that the XML namespace value is a URN.	urn
Domain	Identifies the overall domain to which the XML namespace belongs.	CEN
Protocol	Identifies the protocol with which the XML namespace is used.	OGR
Version	Identifies the version of the protocol in which the namespace was introduced.	1.0
Author	Identifies the author or creator of the XML namespace.	CEN
Section	Identifies section of the protocol or extension with which the namespace is associated.	ogr

The following example demonstrates the construction of an XML namespace using this methodology.

*urn:CEN:OGR:1.0:CEN:ogr*

The first three identifiers – URN, Domain, and Protocol – **shall** be the same for all XML namespaces used with this document. The remaining identifiers – Version, Author and Section – will vary between XML namespaces.

### 5.6.2 Case Sensitivity

Unless specified differently in an underlying specification, all protocol-defined constructs described within this document are case-sensitive including element names, sub-element names, enumeration values, code values, identifier values, data values, etc. Uppercase letters **shall** NOT be considered equivalent to lowercase letters. For example, "ABC" **shall** not be considered equivalent to "abc".