



# Procedure for checking contact information and identity

Of an existing registrant resident in Denmark

---

19/12/2017

## 1. About checking contact information and identity

- 1.1 DK Hostmaster is obliged to secure correct contact information of those who have registered a .dk domain name. This is necessary for DK Hostmaster to comply with Section 18 of the Danish Domain Names Act, which stipulates that registrants' contact information in DK Hostmaster's database must be accurate and up-to-date.
- 1.2 This procedure describes how DK Hostmaster checks the contact information, such as name and address, and the identity of registrants resident in Denmark who have already registered a .dk domain name.
- 1.3 DK Hostmaster checks that the information specified in section 1.2 are accurate. Checks are also performed to ensure compliance between the registered contact information and the registrant's identity.

## 2. NemID check

- 2.1 At DK Hostmaster's request, a registrant with an address in Denmark must provide accurate contact information and provide proof of identity using NemID. This can be done via DK Hostmaster's self-service portal at <https://self-service.dk-hostmaster.dk/>
- 2.2 Registrants who are private individuals must log in with their NemID and then enter their civil registration (CPR) number. Correct identity is considered proven when DK Hostmaster can confirm compliance between the NemID used and the CPR number supplied. DK Hostmaster then deletes the information about the registrant's CPR number.

Name and address information are regarded as accurate once DK Hostmaster has compared the information against the CPR register and can confirm a match with the information registered with DK Hostmaster.

Private individuals whose name and address have protected status in the CPR register may be asked to contact DK Hostmaster's Customer Service instead of using NemID to ensure accurate contact information and to provide proof of identity according to sections 3.1 and 3.2 below.

- 2.3 Registrants representing a company, authority or association must log in with the NemID employee signature. Correct identity is considered proven when DK Hostmaster can confirm a match between the NemID used and the business registration (CVR) number supplied. Name and address information are regarded as accurate once DK Hostmaster has compared the information against the CVR register and can confirm a match with the information registered with DK Hostmaster.
- 2.4 Private individuals with a CVR number associated with their personal NemID may choose to be checked according to either section 2.2 or 2.3. The domain name will then be registered with DK Hostmaster as associated with a private individual or a company, respectively.

- 2.5. DK Hostmaster does not give the registrant access to DK Hostmaster's self-service portal if the above NemID check is not completed.

### 3. Documentation of contact information and identity

- 3.1 Registrants resident in Denmark who either cannot get NemID or whose name and address have protected status in the CPR register must contact DK Hostmaster's Customer Service. Customer Service will register the registrant for a follow-up check and then give the registrant temporary access to DK Hostmaster's self-service portal.
- 3.2 DK Hostmaster's Customer Service will contact the new registrant later to check that the contact information are accurate and identity is correct. This follow-up check will be made as soon as DK Hostmaster has finalised new arrangements for sending documentation in an encrypted format.

### 4. Automatic alignment with CPR and CVR

- 4.1. As part of the validation process, DK Hostmaster merges a registrant's name and address information with the CPR or CVR register. Changes to name and address are updated automatically, except in the following circumstances:
- When a registrant whose name and address have been merged with the CPR register receives name and address protection in the CPR register, any subsequent changes to name or address will not automatically be registered with DK Hostmaster. In such cases, the registrant is obliged to ensure that information registered with DK Hostmaster is kept up to date.
  - When a registrant whose name and address have been merged with the CPR register moves from Denmark to another country, this change of address is not automatically registered with DK Hostmaster. In such cases, the registrant is obliged to ensure that information registered with DK Hostmaster is kept up to date.
- 4.2 If a wish to change the registrant's name is a wish to enter a new registrant, the registrant must follow the procedure for transfer of a .dk domain name.

This procedure is established pursuant to Section 14 (1) of the Danish Domain Names Act. DK Hostmaster is obliged to comply with good domain name practice when establishing the procedure, cf. Section 14 (3) of the Domain Names Act.