



Procedure for changing registrants' contact information

Version 2.0

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1. About changing contact information

- 1.1 According to section 4.1 of DK Hostmaster's terms and conditions for the right of use to a .dk domain name, a registrant is obliged to ensure that the registrant's contact information is at all times accurate in DK Hostmaster's database. If the registrant's contact information changes, the registrant is obliged to ensure that these changes are registered with DK Hostmaster. This procedure gives instructions on how to do this as well as on how to ensure that the contact information in DK Hostmaster's database is kept accurate. This is necessary to enable DK Hostmaster to comply with Section 18 of Danish Act no. 164 of 26 February 2014 on Internet Domains.

2. What is contact information?

- 2.1 Contact information is a registrant's name, address, telephone number and email address.

3. Changing a registrant's contact information with registrar management

- 3.1 A registrant who has chosen registrar management, cf. section 2.1 of Terms and conditions for the right of use to a .dk domain name, has authorized a registrar of .dk domain names to update the registrant's contact information in DK Hostmaster's database. A registrant who needs to update his or her contact information must notify the change to his registrar, who must then update the information in DK Hostmaster's database.

4. Changing a registrant's contact information with registrant management

- 4.1 A registrant, who has chosen registrant management, cf. section 2.1 of Terms and conditions for the right of use to a .dk domain name, must change his or her contact information on DK Hostmaster's self-service portal: <https://self-service.dk-hostmaster.dk/>.

If the registrant has several .dk domain names, registered with different user IDs, contact information must be kept up to date for each user ID.

- 4.2 Change of a registrant's email address is not implemented until the registrant has confirmed the change by clicking a link that will be sent to the registrant's new email address.
- 4.3 When a registrant has changed his or her contact information on the self-service portal at DK Hostmaster's website, a message is sent notifying the registrant of the contact information now registered. Notification is sent by email to the email address specified by the registrant.

5. Automatic changes when merging information with public registers

- 5.1 When a registrant completes a NemID check via DK Hostmaster's self-service portal, DK Hostmaster merges the registrant's name and address with the civil registration (CPR) or business registration (CVR). This means that the registrant's name and address is automatically updated in DK Hostmaster's database if this information is changed in the CPR or CVR register.
- 5.2 A registrant's name and address is also merged with the CPR or CVR register in the course of DK Hostmaster's regular data routines. Information is updated in the same way as described in section 5.1, apart from in the following situations:
- 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 according to sections 3.1 and 4.1.
 - 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 according to sections 3.1 and 4.1.
- 5.3 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 laid down in accordance with section 14(1) of the Danish Domain Names Act. DK Hostmaster A/S is obliged to observe good domain name practice in the laying down of this procedure; see section 14(3) of the Danish Domain Names Act.