



Procedure for checking contact information and identity

Of a new registrant resident outside Denmark
Version 1.2

01/04/2022

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 (hereinafter “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, address and email address, and the identity of new registrants resident outside Denmark, provided in connection with an application for domain name or a transfer of a 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.
- 1.4 A new registrant is a legal or natural person who registers a new domain name or has a domain name transferred to himself or herself.

2. Risk-based checks, etc.

- 2.1 DK Hostmaster bases checks of the contact information and identity of new registrants on a risk-based assessment of the information supplied in connection with an application for a domain name or a transfer of a domain name.
- 2.2 Based on the risk assessment, DK Hostmaster may ask a new registrant to provide documentation of accuracy of contact information as they appear in DK Hostmaster’s systems and correct identity.
- 2.3 If DK Hostmaster determines that there is no risk, DK Hostmaster will not ask the new registrant for documentation and the registrant may continue to use of the domain name.
- 2.4 If DK Hostmaster detects a low risk, the new registrant will be asked to submit documentation within a time limit specified by DK Hostmaster. However, DK Hostmaster will allow the registrant to start using the domain name. DK Hostmaster will suspend all domain names registered by the registrant if documentation that can be approved by DK Hostmaster is not received within the time limit set, which means that the registrant will lose the right to use the domain names. After 30 days, DK Hostmaster deletes the domain names.
- 2.5 If DK Hostmaster detects a high risk, the new registrant will be asked to submit documentation before the domain name can be used. DK Hostmaster will suspend all domain names registered by the registrant if documentation that can be approved by DK Hostmaster is not received within the time limit set, which means that the registrant will lose the right to use the domain names. After 30 days, DK Hostmaster deletes the domain names.

- 2.6 The new registrant has one opportunity to submit documentation within the given time limit. Based on this, DK Hostmaster will decide to either approve or reject the documentation.
- 2.7 A registrant whose domain name has been suspended because DK Hostmaster cannot approve the submitted documentation, cf. sections 2.4 and 2.5, may within the first 5 days after the date of suspension get one more opportunity to submit documentation for correct contact information and identity. If DK Hostmaster does not receive documentation which DK Hostmaster can approve within the time limit set, DK Hostmaster will delete the registrants domain name(s) 30 days after the date of the suspension.
- 2.8 The registrant must provide picture ID and legitimate, authoritatively issued documentation of contact information. Documentation must be in Danish or English. DK Hostmaster provides detailed instructions in the notification accompanying the request for documentation.

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.