



# Procedure for checking contact information and identity

Of an existing registrant resident in Denmark  
Version 1.2

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## 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 and address, and the identity of registrants resident in Denmark, who have already registered 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.

## 2. NemID control

- 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 containing the registrant’s name. This can be done via DK Hostmaster’s self-service portal at <https://self-service.dk-hostmaster.dk/>

DK Hostmaster may require that other equivalent electronic identification be used in instead of NemID.

- 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.

- 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 with 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. Request for NemID control**

- 3.1 As part of DK Hostmaster's control that a registrant's contact information and identity are accurate, DK Hostmaster may request the registrant to complete NemID control. If the registrant does not complete NemID control within the time limit set by DK Hostmaster, DK Hostmaster may suspend the domain names for which the registrant has the right of use.
- 3.2 A registrant who has had his/her domain name(s) suspended because NemID control has not been completed may contact DK Hostmaster's customer service for guidance in a new opportunity to complete NemID control. If the registrant has not completed NemID control within 30 days after the date of suspension of the registrant's domain name (s), DK Hostmaster will delete the domain name(s) in question.

### **4. Further documentation regarding identity and contact information**

- 4.1 In special cases, DK Hostmaster may as part of the control request the registrant to submit documentation of his or her identity and contact information, i.e., name, address, and telephone number.
- 4.2 DK Hostmaster may suspend the registrant's domain names and terminate the registrant's agreement on the right to use the domain names, if documentation for the registrant's identity and contact information, cf. section 4.1, which DK Hostmaster can approve, has not been received within the specified time limit.

### **5. Automatic alignment with CPR and CVR**

- 5.1 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.
- 5.2 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.