

99089163261000

Notification of a complaint about a technical supervision system Receipt

Heruntergeladen am 18.06.2025

<https://fimportal.de/xzufi-services/S1000020010000011975/S100002>

Modul	Sachverhalt
Leistungsschlüssel	99089163261000
Leistungsbezeichnung I	Notification of a complaint about a technical supervision system Receipt
Leistungsbezeichnung II	Report a complaint about the gambling authority's technical supervision system
Typisierung	4a - Land: Regelung und Vollzug
Quellredaktion	Hamburg
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	<div lang="en-x-mtfrom-de">Gambling</div> , <div lang="en-x-mtfrom-de">gambling event</div> , <div lang="en-x-mtfrom-de">online gambling</div> , <div lang="en-x-mtfrom-de">Anonymous Notes</div> , <div lang="en-x-mtfrom-de">Anonymous whistleblower gambling</div> , <div lang="en-x-mtfrom-de">whistleblower gambling</div> , <div lang="en-x-mtfrom-de">whistleblower</div>

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	gambling</div>, <div lang="en-x-mtfrom-de">Anonymous hints gambling</div>, <div lang="en-x-mtfrom-de">Technical supervision system LUGAS</div>, <div lang="en-x-mtfrom-de">Accessibility of the central files</div>
Leistungstyp	
Leistungsgruppierung	
Verrichtungskennung	
SDG-Informationsbereich	
Lagen Portalverbund	
Einheitlicher Ansprechpartner	Nein
Fachlich freigegeben am	24.06.2022
Fachlich freigegeben durch	
Handlungsgrundlage	§ 6c, 6h, 6i Paragraph 2 of the State Treaty on Gambling 2021 (GlüStV 2021)
Teaser	If central files in the technical control system of the gambling authority are not accessible, you can report this to the relevant authority.
Volltext	• make a deposit • Change limit • Set player ACTIVE • Create a player • Set player to INACTIVE • Delete player • Change player data • Change a player's ID • Find a player's ID If, when managing player data, you discover that you do not have access to the relevant account or central files, inform the relevant authority. Your complaint may concern, for example, the following incorrect processes:
Erforderliche Unterlagen	Optionally, you can provide evidence of the incident.

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Voraussetzungen	You have a problem accessing or changing data in the gambling authority's technical supervisory system.
Kosten	Gebühr: Es fallen keine Kosten an
Verfahrensablauf	• If you wish, you can remain anonymous. Please ensure that your information does not allow any conclusions to be drawn about your personal data. • If you use the online service, you will receive a reference number after submitting your tip, which you can use to make additions. • You submit your report online or in writing to the responsible authority. • The online service offers you the opportunity to set up an anonymous mailbox if you wish. The responsible department can send you feedback or queries in this regard. • The responsible authority will check your information and - if you provide your contact details - will contact you with further questions if necessary. • If necessary, the responsible authority will initiate further steps. You will not necessarily receive information about the further course of the procedure.
Bearbeitungsdauer	1 hour - 1 day
Frist	No
weiterführende Informationen	https://www.gluecksspiel-behoerde.de/de/ https://www.gluecksspiel-behoerde.de/de/
Hinweise	• The online service is a whistleblower system. You cannot file a police report through it. • The Authority for the Interior and Sport (BIS) in Hamburg is responsible for the formal review and approval (accompanying specialist authority in the implementing country). The State Administration Office of Saxony-Anhalt is responsible for the content. The Joint Gambling Authority of the States is responsible for providing information about the online service.
Rechtsbehelf	No
Kurztext	• No access to accounts or central files when managing player data. • Reporting the problem to the responsible authority is

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	required.
Ansprechpunkt	
Zuständige Stelle	Department of Home Affairs and Sport
Formulare	
Ursprungsportal	Hamburg Service, Hamburg Service (Currently this link is only available in german)