

## The citizen service centre (*borgerservice*) of your municipality can set up reading access to other people in your digital letter box - Digital Post



This form is a translation to English of FD 011. It is FD 011 that must be completed and handed in at the citizen service centre (*borgerservice*).

### What is reading access

As a general rule, public authorities in Denmark send all post to citizens' digital letter box - Digital Post. You can grant other people access to read your post in Digital Post if you need help to read your digital post, or if you simply want to grant another person access to your digital post from public authorities.

You can grant a person or a company reading access. This may be your spouse, your child, a friend or a professional advisor. Reading access is not limited in time, so it lasts until you delete the reading access again. You can grant reading access to several persons/companies, however no more than ten.

You can not grant reading access and be exempt from Digital Post at the same time.

### Set up reading access yourself

You can set up reading access for others yourself. Log on to Digital Post with your NemID digital signature and enter the civil registration number (*CPR-nummer*) of the person who is to be granted access. If the reading access is to be set up for a company, enter the business registration number (*CVR-nummer*) of the company which is to be granted reading access.

### The citizen service centre (*borgerservice*) can set up reading access.

If you are not able to set up reading access yourself, the citizen service centre (*borgerservice*) can help you:

1. You can show up in person at the citizen service centre (*borgerservice*) of your municipality and get help to grant reading access. Bring proof of identity, see section Valid proof of identity. You also need to bring the name and civil registration number (*CPR-nummer*) of the person who is to be granted reading access, or the name and business registration number (*CVR-nummer*) if a company is to be granted access.
2. If you are not able to show up at the citizen service centre (*borgerservice*) of your municipality, you can grant a power of attorney to the person who is to be granted reading access, so this person can show up at the citizen service centre (*borgerservice*) and set up reading access. The holder of the power of attorney - the person who is to be granted reading access - must show up in person at the citizen service centre (*borgerservice*) of your municipality with the power of attorney and bring his/her own proof of identity, see section Valid proof of identity. If reading access is to be granted to a company, the representative of the company must also show documentation of his/her affiliation to the company. You will not receive a message from Digital Post about whether and when reading access has been set up. However, you can see who has reading access in Digital Post.

### How does it affect me that I have granted another person reading access?

Even though you have granted someone else reading access, you will be entitled to, and obliged by, the post you receive in Digital Post. This applies regardless of whether you yourself have read your post, the person with reading access has read your post, or none of you have read your post. The municipality or other public authorities are neither entitled to nor obliged to check whether your post in Digital Post has been read. This is the exact same situation as when your post arrives in your physical letter box.

Therefore, you need to arrange with the person to whom you are granting reading access how you will be informed about what the public authorities have written to you, if you do not read your post regularly. You also need to be aware that if you have granted reading access to a company, the company itself can decide who in the company reads your post.

### Deleting reading access

1. You yourself can log on to Digital Post and remove the reading access digitally.
2. You can ask the person/company to remove their reading access digitally.
3. You can show up in person at the citizen service centre (*borgerservice*) of your municipality and get help to remove reading access. Bring proof of identity (see section Valid proof of identity).

Note that the persons who have reading access can delete their own reading access regardless of whether you have asked them to or not. You will not receive a message from Digital Post if and when a reading access has been deleted, but you can see who has reading access to your digital letter box in Digital Post.

### More information about Digital Post

For more information about Digital Post and your options go to [www.borger.dk](http://www.borger.dk) or contact the citizen service centre (*borgerservice*) of your municipality.

### Valid proof of identity

When you show up in person at the citizen service centre (*borgerservice*) to set up or delete reading access to Digital Post, you must show proof of identity with a photo and civil registration number (*CPR-nummer*). This could be a passport or a driver's licence. If you do not have a passport or a driver's licence, you can bring a combination of other identification papers, like when you register for the NemID digital signature at the citizen service centre (*borgerservice*), see [www.NemId.nu](http://www.NemId.nu) about valid proof of identity. If you are in doubt, contact the citizen service centre (*borgerservice*) in advance.



To be completed by the municipality		
Citizen service centre ( <i>borgerservice</i> ) of your municipality	Date of reception	KLE 23.15.15G01 • Case identification
	<input type="checkbox"/> ID presented	Initials
	<input type="checkbox"/> ID checked	
<input type="checkbox"/> Exemption removed		

**Power of attorney to set up reading access to a person or company to Digital Post**

cf. the Danish Public Digital Post Act

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**I hereby grant a power of attorney to set up reading access to my post in Digital Post for**

Name - Holder of the power of attorney/the person who is to be granted reading access	Civil registration number/business registration number ( <i>CPR-nummer/ CVR-nummer</i> )
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**Declaration and signature**

I hereby declare that I have read and understood the information about Digital Post and reading access as laid down in Section/§ 13 of the Executive Order below and described in the guidelines to this power of attorney on page 1. I am particularly aware that I am still entitled to, and obliged by, my post in Digital Post regardless of whether I have granted reading access to someone else. If I am exempt from Digital Post currently, the grant of reading access means that I simultaneously cancel my exemption.

Name - Principal/holder of digital letter box		Civil registration number ( <i>CPR-nummer</i> )
Date	Signature	

The person who is to be granted reading access by power of attorney must submit the power of attorney personally to the citizen service centre (*borgerservice*) of your municipality.

The holder of the power of attorney must bring proof of identity, see section Valid proof of identity. If a power of attorney has been granted to a company, the representative of the company must also show documentation of his/her affiliation to the company.

Information about who has reading access to Digital Post will be registered in the municipality and in Digital Post. This information will only be forwarded to other public authorities, enterprises etc. which are legally entitled to the information or carry out tasks on behalf of the municipality and Digital Post. You are entitled to know what information the municipality has registered about you. You can require that inaccurate information is corrected.

**Extracts of Executive Order on exemption of natural persons from signing up for Public Digital Post etc.**

**Chapter 5**

**Reading access to third parties**

§ 13. A natural person who has joined Digital Post can by personal attendance in the municipality in which said person is or was last registered grant another natural person or legal entity reading access to post sent to or from said person in Digital Post. The natural person granting reading access shall present proof of identity as stated in subsection stk. 9. Said person shall state name and civil registration number (*CPR-nummer*) of the natural person or name and business registration number (*CVR-nummer*) of the legal entity to whom reading access is to be granted.

Stk. 2. A natural person may by power of attorney allow another person to enter an appearance in person in the municipality in order to grant reading access to this person or to a legal entity. The person in attendance shall submit the power of attorney and present proof of identity as stipulated in subsection stk. 9. If the person in attendance represents a legal entity, this person shall also present documentation of his/her affiliation with the legal entity. The form on setting up reading access specified by the municipal council shall be used when granting the power of attorney. The municipal council may allow a power of attorney to be granted in some other way than by using the proxy statement specified.

Stk. 3. Several natural persons or legal entities may be granted reading access pursuant to subsection stk. 1. However, no more than 10 reading accesses may be registered.

Stk. 4. Reading access shall be registered electronically in the post solution and shall apply until it is revoked or deleted, cf. subsection stk. 5.

Stk. 5. The person who has granted reading access to another person, cf. subsections stk. 1 and 2, may revoke this reading

access at any time by personal attendance in the municipality and by presenting a health insurance card (*sundhedskort*) or other required proof of identity, or by logging on to the post solution with a digital signature granting access to the solution and delete the reading access. Third parties may also revoke a reading access by personal attendance or by presenting a power of attorney as well as a health insurance card (*sundhedskort*) or other required proof of identity. The revocation shall be registered electronically in the Digital Post solution.

Stk. 6. Anyone who has been granted reading access through the municipality, cf. subsections stk. 1 and 2, may read and organise the digital post, including create digital folders.

Stk. 7. Anyone who has been granted reading access may delete this access.

Stk. 8. Reading access granted to a legal entity means that the legal entity shall decide whether the reading access shall be granted to one or all the persons authorised by the legal entity as users in the legal entity's digital letter box in Digital Post.

Stk. 9. In the event of reading access granted through the municipality as stipulated in subsections stk. 1 and 2, the natural person or his/her representative shall present proof of identity corresponding to the proof of identity required for the issue of the public digital signature by personal attendance at a public authority which is the registration authority in connection with the issue of the public digital signature.

Stk. 10. Notwithstanding that a natural person has granted reading access to another person, digital post shall be regarded as delivered to the person who has granted reading access. Thus said natural person shall be responsible for any person/company to whom access to the digital letter box has been granted.