

i With this form you can request to get to review your personal information that is stored in Kela's registers, the archival service for patient and client records, the Prescription Centre in the Kanta Services or the system for issuing declarations of intent in the Kanta Services. The archival service for patient and client records is used to store documents containing patient and client data from private social welfare and healthcare providers that have ceased operations.

Kela is the joint data controller for the Prescription Centre and for consents and declarations of intent. Kela is the joint data controller for the data transferred to the archival service for patient and client records.

i You can make the request by phone, by mail, by email or by visiting a Kela service point (see reverse for details). You can use a representative when making the request.

1. Customer

Fields marked with an asterisk (*) are required.

Contact information

Family name*

Given names*

Personal identity code*

Street address, postal code, postal district*

Telephone*

E-mail

If you request information on behalf of your dependent, fill in the information about the dependent.

Given name and family name of dependent*

Personal identity code of dependent*

2. Request to review personal information

I hereby request that I get to review my personal information in the following of Kela's registers

- Kela's benefit register
- Recorded phone calls with customers
- Other Kela register. Please specify.

All Kela registers

Period you wish to review: _____ – _____


I hereby request that I get to review my personal information in the following registers in the Kanta Services

- All of my prescriptions stored in the Prescription Centre
- Period you wish to review: _____ – _____
- All of my stored declarations of intent
- Period you wish to review: _____ – _____

I hereby request that I get to review my client data that private social welfare and healthcare providers that have ceased operations have transferred to the archival service for patient and client records

- All my client data stored in the archival service for patient and client records
- Period you wish to review: _____ – _____

3. Method of delivery

- I wish to have the information on paper and sent to me by mail.
- I wish to have the information on an encrypted flash drive and sent to me by mail.
- I wish to have the information on paper, and I will pick it up from Kela's customer service point. Kela will contact the person making the request to agree on how the information will be picked up.
- I wish to have the information on an encrypted flash drive, and I will pick it up from Kela's customer service point. Kela will contact the person making the request to agree on how the flash drive will be picked up.
-  Recorded phone calls are not made available to customers. Instead, customers can listen to them at Kela's service points or receive a written summary. We will contact you as needed to agree on the matter.

4. Signature

Place and date

Signature and printed name

5. Additional information

Making a request

The request can be made verbally or in writing. You can use a representative when making the request. Submit the request to Kela in one of the following ways:

- by mail (e.g. on this form) to the address Kela, kirjaamo, PL 450, 00056 Kela
- verbally at a Kela service point or by calling our customer service number (for contact information, visit www.kela.fi/phone-numbers)
- by email to kirjaamo@kela.fi. Send the request via encrypted email. The user guide for encrypted email can be found at www.kela.fi/data-protection.

Legal guardian's access to the information of a minor

The information of a minor contained in Kela's registers may be reviewed only by persons who have a legal right to access the information. A child's legal guardian has, by definition, the right to access information about the child. When the guardian requests a review of the information stored about the child, Kela checks that the guardianship is in force. Kela can refuse to disclose information on grounds laid down in law.

The guardian may get access to information from private social welfare and healthcare providers that have ceased operations that is stored in the archival service for patient and client records only if the child has given their consent to the disclosure of the information.

Kela's registers and phone recordings

Kela has a number of registers containing personal data and other information, which are related to the provision of customer service and benefit administration. The benefit register contains general information on beneficiaries, benefit-related data, information about customer service and claims processing data. Information about Kela's registers is available at www.kela.fi/data-protection. Kela records all calls made to or routed through its nationwide customer service numbers or the helpline for government organisations. A portion of the calls made or routed through regional customer service numbers are also recorded. Kela also records calls placed with second-line customer service support. The information provided by the customer or provided by the customer service specialist during a call to the second-line customer service support constitute the contents of the calls. Call recordings are stored for one year.

Information stored in the Prescription Centre

Electronic prescriptions issued by social welfare and healthcare providers are stored in the Prescription Centre. Dispensing notes made in the prescriptions at the pharmacy are also stored in the Prescription Centre. Prescription Centre data can be released starting from the year 2010 or starting from when a customer's prescription details were first stored electronically. Customers can also use the OmaKanta e-service to view their prescription data stored in the Prescription Centre (www.kanta.fi/omakanta).

Information stored in the system for issuing declarations of intent

The Declaration of Intent service is a national information system service that maintains information, transfer permit, consent and denial of consent documents as well as other declarations of intent related to social and healthcare services and the processing of client data.

Information stored in the archival service for patient and client records

Client data that private social welfare and healthcare providers that have ceased operations send to Kela for storage in accordance with the Act on the handling of client data in the social welfare and healthcare sector are stored in the archival service for patient and client records. In addition, information on the service providers that have transferred data are stored in the archival service.

The archival service for patient and client records functions as joint controller together with the relevant wellbeing services county according to the service provider's registered place of business. Data stored in the archival service can only be released to wellbeing services counties that according to the Act on the handling of client data in the social welfare and healthcare sector are responsible for releasing and delivering information to those who have the right to access the information.

Reply to the request to review information

Kela sends a reply to the request to review information within one month of receiving the request. If, for justified reasons, it is not possible to provide the information within this period, the processing of the request may be extended for a maximum period of two months.

A reply to the request to review information in the archival service for patient and client records is given by the wellbeing services county according to the service provider's registered place of business that according to the Act on the handling of client data in the social welfare and healthcare sector is responsible for releasing and delivering information to those who have the right to access the information.

Additional information on requests to review information that concern the Kanta Services

According to law, Kela does not have the right to disclose actual treatment data to the customer. Customers who wish to review such data must contact the healthcare provider that registered the data.

Additional information on data protection and handling of personal data

More information about data protection and the handling of personal data at Kela is available at www.kela.fi/data-protection. More information about information requests relating to the Kanta Services is available at www.kanta.fi/en/data-protection.