

**REQUEST TO REVIEW PERSONAL INFORMATION**

You can use this form to request to review information stored about you in Kela's registers, the Kanta Services Prescription Centre or the system for issuing declarations of intent (Article 15, EU General Data Protection Regulation (679/2016)). Kela is the joint data controller for the Prescription Centre and for consents and declarations of intent. You can make the request by phone, by mail, by email or by visiting a Kela service point (see reverse for details).

**Customer***Fields marked with an asterisk (\*) are required.*

Contact information	Family name*
	Given names*
	Personal identity code*
	Address*
	Phone number*
	E-mail address
If you are the legal guardian of another person and are requesting access on his or her behalf, provide the following information:	Given name and family name of the person whose legal guardian you are*
	Personal identity code of the person whose legal guardian you are*

**Request to review personal information**

Please specify which Kela registers you wish to review	<input type="checkbox"/> Kela's benefit register <input type="checkbox"/> Recorded phone calls with customers <input type="checkbox"/> All Kela registers <input type="checkbox"/> Other Kela register(s), please specify: <input type="checkbox"/> Period you wish to review:
Please specify which information stored in the Kanta Services you wish to review	<input type="checkbox"/> All of my prescriptions stored in the Prescription Centre <input type="checkbox"/> Period you wish to review:  <input type="checkbox"/> All of my stored declarations of intent <input type="checkbox"/> Period you wish to review:

**Method of delivery**

	<input type="checkbox"/> I wish to receive a print-out of my information by mail. <input type="checkbox"/> I wish to receive an encrypted flash drive by mail. <input type="checkbox"/> I will pick up the information at a Kela service point. Kela will contact you to agree the details.  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. Kela may contact the customer to agree the details.
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**Signature**

	Place and date  Signature and printed name
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**Additional information****How to make the information request**

The request can be made verbally or in writing. Submit it to Kela in one of the following ways:

- by mail (for example, on this form) to the following address: The Social Insurance Institution of Finland (Kela), Registry – Kirjaamo, PO Box 450, FI-00056 Kela
- verbally at a Kela service point or by calling our customer service number (for contact information, visit <https://www.kela.fi/call-kela>)
- by email ([kirjaamo@kela.fi](mailto:kirjaamo@kela.fi)). If you choose to make the request by email, it is recommended to use secure email. For instructions on how to use secure email, visit [www.kela.fi/data-protection](http://www.kela.fi/data-protection).

**Legal guardian's access to the information of a minor**

The information of a minor 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 a legal guardian requests access to the information of a minor, Kela verifies their guardian status. Disclosure of the information can be denied on specific grounds set out in the law.

**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](http://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. The content of the calls consists of information provided by the customer and, in second-line support calls, by the customer service specialist. Call recordings are stored for one year.

**Data stored in the Prescription Centre**

The data stored in the Prescription Centre consist of electronic prescriptions issued to social service and healthcare clients and the pharmacy dispensing data. 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.

**Data stored in the system for issuing declarations of intent**

The system for issuing declarations of intents is updated when a patient is informed of the Kanta Services and the joint register of patient information used in a hospital district. It contains patient consents to the release of their information, withdrawals of such consents, and any denials imposed or revoked by patients. Advance directives on treatment and organ donation and patient consents to the use of cross-border prescriptions are also stored in the system for issuing declarations of intent. This information can be viewed in the OmaKanta e-service.

The system for issuing declarations of intent replaced the information management service on 1 November 2021. Since that date, patients have been able to check their consent to the release of patient information by submitting a request to review their information to Kela.

**Replies to information requests**

A reply is provided within one month of the request's arrival at Kela. If the information cannot be provided within the time limit specified and there is a valid reason for this, the processing of the request can be extended by a maximum of two months.

**Additional information**

Kela is not authorised under the law to release treatment-related data. Customers who wish to review such data must contact the healthcare provider that registered the data.

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