



# Kela's data balance sheet

Year 2024



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**Kela's Data Compass establishes a direction for the development of data utilisation and data management.**

Read more from page 15.



# Kela's data balance sheet once again available!

One of the preconditions for ensuring efficient public services and promoting digitalisation is the careful management and expert utilisation of the valuable information capital of our society. At Kela, we want our data to benefit both our customers and our society in general as much as possible.

Kela processes data every day, both in delivering social security and in providing Kanta Services. As such, data management and utilisation are part of the core operations and competence at Kela. With the right high-quality data at our fingertips, we can provide our customers with the services they need and make correct decisions. In addition, Kela produces a wide variety of data sharing services, research, statistics, materials and open-source data that is accessible to both our partner organisations and society as a whole.

We take professional care of our information asset management, data protection and data security. Data provided by our partner organisations also play a crucial role in our daily operations. Ensuring that the data our partner organisations provide are accurate and transferred smoothly between systems is increasingly important.

Kela's Board approved an ambitious strategic vision for the future in 2024 that applies to all of Kela. The strategic vision functions as the North Star that guides our efforts to reform our operations within the next ten years, whether that be a reform of our IT systems, cloud-computing guidelines, use of data or how we cooperate with our partner organisations.

In Kela's strategic vision for the future, all services we provide to social security customers are digital and based on their individual life situations. We can achieve this goal if we can make efficient use of data collected with public funds in our benefit administration and customer service operations and in analytics that support these, and do so in ways that benefit our social security customers. The mobility of data and the ways in which we use data must be built on strong cross-organisational collaboration.

Data also plays a key role in Kela's strategy, which was updated in December 2024. In late 2024, we also prepared guidelines that apply to how we make use of and manage data here at Kela. We call these guidelines Kela's Data Compass, and they will guide our development in the coming years.

We strive continuously to make the data we produce and process more impactful and also to report on what the data we share is used for. This is why we publish an annual data balance sheet with the 2024 edition marking the fourth time we have done so.

The data balance sheet describes Kela's information operations through practical examples and key

indicators. They illustrate the diversity, scope and impact of Kela's information operations. The data balance

Join us for a journey into the intricacies of data and the many ways in which it can be used!



**Arto Vuori**  
Director of Information Services  
Kela

**Data  
management and  
utilisation are  
part of the core  
operations and  
competence at  
Kela.**



# Kela's principal information assets

Kela has extensive information assets within which data on the delivery of social security and on Kela operations are managed along with national data on social welfare and health care. Kela makes use of shared and external partners' data resources across its operations.

Kela's information assets consist of the following datasets:

- **Social security records** contain data about social security benefits provided by Kela, such as national pensions, housing benefits, financial aid for students, basic social assistance, disability allowance, rehabilitation and family benefits. These data are used not only for processing benefits but also for compiling statistics, for research, for reporting and for improving our operations through knowledge-based management.
- **Kanta Services** contain national social welfare and healthcare data, such as the Patient Data Repository, the Client Data Repository for Social Welfare Services and the Prescription Centre.
- **Customer service records** contain service data and benefit-related data recorded when processing social security benefits. This information asset also contains appointment booking data. Financial and HR records contain data pertaining to financial and HR planning, guidance, management and monitoring.

- **Reporting and statistical records** contain data on social security benefits administered by Kela, customer service data, and financial and HR data. This information asset comprises data collected from operational systems. It is leveraged for reporting, statistics compilation, knowledge-based management and research.

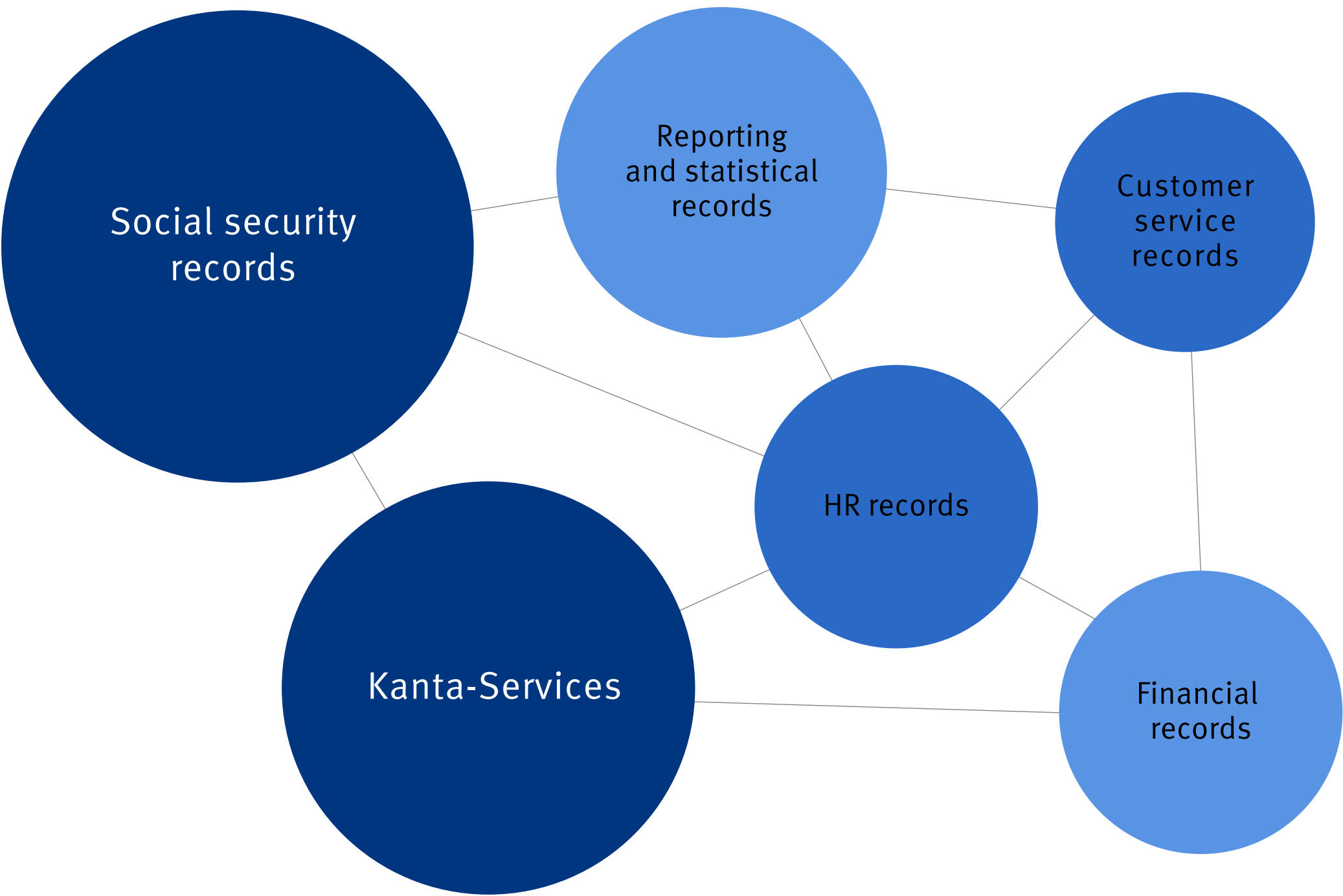
**Kela data repository**

The purpose of the Kela data repository is to bring all essential Kela data together in one location and in a consistent format for easy access. The data repository facilitates knowledge-based management by providing a uniform and up-to-date information base.

**Kanta data platform**

The Kanta data platform facilitates the undertaking of knowledge-based management, research, steering and discharging of official duties as mandated in the Act on the Secondary Use of Health and Social Data and other specific legislation by providing users with access to easily used Kanta data almost in real time and in a centralised and secure manner. The Kanta data platform regularly provides data summaries to support the management and decision-making of wellbeing services counties.

Kela's principal information assets



# Kela's Information Services

**Kela provides accurate and reliable information to benefit Finnish citizens and the society at large.**

Kela's Information Services play a significant role in the administration of social security at the national and EU levels. By producing and sharing data, we ensure that Kela's operations in delivering social security are based on correct and reliable information. Information helps us streamline transactions with citizens and official processes.

We are a reliable public source of information. We facilitate the use and further leveraging of information for those who need it, contributing to the building of a better society and improved wellbeing.

Clients of Kela's Information Services include ministries, municipalities, wellbeing services counties, public authorities, professionals in various public organisations, the media, researchers, non-governmental organisations and Kela's various other units.

## Data sharing services provided by Kela

### Core data and data sharing form the foundation of streamlined transactions

Data gained from our partners play a crucial role in our daily operations from benefit administration to the

provision of customer service. When a client applies for a benefit, various background data on the applicant and their life situation are needed for processing and resolving the matter. Obtaining correct data and being able to smoothly transition between systems and partners contribute to making accurate decisions and providing a positive customer experience. Data sharing is always grounded in legislation.

### Basic data of individual customers

Data use is founded on reliable and comprehensive core data – basic client data. Kela has a wealth of data on the life situations of individual clients: where they live, whether they have a residence permit, their payment details. Up-to-date personal data are retrieved by Kela from the Population Information System on a daily basis. The core data thus produced enables the provision of social security, along with research and statistics compilation.

Our core data function is responsible for EESSI Access Point verification and for requesting personal identity codes from the Digital and Population Data Services Agency.

The core data function is also in charge of the customer and reference information assets that will be built for Eepos. These information assets will be ready for use by the first Eepos benefits from the beginning of 2027.

The target groups of our customers will be made more visible in their data profiles in the future so that we can better steer and monitor the provision of services in Kela's daily operations (service needs assessments). Grouping data created for this purpose with data analytics have been added to each individual customer's data profile.

### Core data of our institutional customers

The core data of our institutional customers contain the payment details of Kela's benefit customers and the core data of our institutional customers. The data also include various codes and sets of rules as well as Kela's data dictionaries.

In 2024, the principal product area paid down technical debt and the services were transferred to a new environment. Some services were also deployed in production use. The product area is also responsible for IT-related changes that affect Kela's premises. Altogether 12 service points were removed from registers that control Kela's benefit administration systems, and the affected customers were transferred under other service points. In addition, the customers of one sickness fund were transferred under Kela after the fund ceased its operations.

Throughout the year, the product area also contributed to the planning process of the Eepos project's client data repository with regard to payment details and institutional customers.

### National data sharing

National data sharing is managed through Kela's centralised data sharing services. Our national data sharing services include: Kelmu, Kela's benefit information service, which allows us to e.g. communicate individual clients' benefit data to our partner organisations. Kelmu can also be used to receive documents related to basic social assistance from wellbeing services counties and responses to requests for information made by Kela.

In addition, we offer many kinds of bilateral data sharing services to facilitate communication between Kela and various public authorities. In 2024, data sharing between Kela and the Tax Administration's new positive credit register began. Since March 2024, Kela has submitted data on government-guaranteed student loan debts to the register based on a statutory obligation. In 2024, we also implemented a new interface for data sharing between Kela and unemployment funds to prepare for the municipal invoicing reform (TE2024) that entered into force on 1 January 2025.

### International data sharing

International data sharing is undertaken pursuant to international treaties and the EU Regulation on the co-ordination of social security systems. Our international

data sharing services include: Electronic Exchange of Social Security Information (EESSI), a system that enables us to share social security information with social security agencies in EU Member States. In Finland, the EESSI system is used not only by Kela but also by unemployment funds, employment and economic development services, the Employment Fund, accident insurance companies, the Finnish Centre for Pensions and earnings-related pension providers. Finland's EESSI contact point is at Kela, and Kela is responsible for its upkeep. The implementation of the EESSI system in Finland was completed in spring 2024.

### Kela's Info Tray

[Kela's Info Tray](#) makes research data and statistics that we produce available to various entities in society at large. Kela provides data e.g. to wellbeing services counties, local authorities, ministries, researchers and educational institutions. The Info Tray helps people find and use Kela's data and information products to support their decision-making.

### Secondary use of data

Kela provides a variety of information services that rely on the secondary use of data and which benefit our customers and the society at large. Kela is a reliable public source of information e.g. for researchers, the media, and citizens.

### Research

Our researchers produce and interpret data on Finland's social security system and how it functions.

[Our research](#) supports the further development of the social security system, the benefit schemes we administer, and our own operations. We conduct independent, multidisciplinary and high-quality research and participate in public policy discourse.

### Statistics

We cater to society at large with up-to-date [social security statistics](#). The statistics we produce serve as inputs to the provision and planning of and research on social security. They provide information on how the social security administered by Kela impacts the livelihoods of individuals and families in various life situations. Benefit statistics produced by Kela form part of the Official Statistics of Finland (OSF).

[Kelasto](#) is Kela's statistical database. Kelasto is a compilation of essential statistics on social security administered by Kela. The statistical information service also accepts requests for ready-made and customised statistics files on Kela's benefits and operations and provides guidance on Kela's statistics.

Kela publishes edited statistics in hard copy and PDF formats. Almost all of Kela's statistics publications are available for download in the [HELDA Digital Archive](#).

- Data access and dataset services**

We provide datasets tailored to customer specifications and related advisory and permit services for secondary use, drawing on various Kela information assets, both for in-house use at Kela and for other organisations.

### Open-source data

Kela publishes [open-source data](#) at [avoindata.fi](#), a service maintained by the Digital and Population Data Services Agency. The open-source data are machine-readable digital data and free for anyone to use.

### Data applications

[Kela's data applications](#) visualise data in an easy-to-understand format. You can use these applications to study a topic of interest in depth or to examine regional differences.

### Data Science

Our Data Science service offers advanced analyses to Kela units and expert services to help improve our operations.

### Library and Information Services

The Kela Library is a specialist library that focuses on social services and caters to Kela personnel. The library's collections comprise literature on social security, social policy and legislation.

### Digital Data Collection

The Digital Data Collection service supports Kela's in-house needs for collecting and producing data in scenarios where digital data collection methods can be employed.

## Kanta Services are a nationwide solution that covers all of Finland

[Kanta Services](#) are a set of digital services that store citizens' social welfare and health care data. The use of this data makes it easier to manage your health and wellbeing. In addition, the data support social welfare and health care providers in their decision making.

Kanta Services are maintained and developed by Kela. Kanta Services are developed and expanded in collaboration with multiple other operators. Data processed into an easy-to-use form on the Kanta platform can be leveraged for research and knowledge-based management but also for compiling statistics, for development and innovation projects and for teaching.



# Kanta Services in figures, 2024



**4,1** billion

number of documents stored  
in the Patient Data Repository  
(cumulative)



**6,8** million

individuals on whom health  
data have been recorded  
(cumulative)



**37,8** million

MyKanta  
log-in sessions



**3,2** million

MyKanta users



**113,3** million

number of documents stored  
in the Client Data Repository  
for Social Welfare Services  
(cumulative)



**1,6** million

individuals on whom social  
services data have been  
recorded  
(cumulative)



**30,1** million

electronic prescriptions



**3,7** million

prescription renewal requests  
via MyKanta



**83,8** million

medicine deliveries



**150 000**

test results uploaded to  
MyKanta by individuals



**25 000**

number of individuals who  
have uploaded test results to  
MyKanta



# New function introduced to Kela's benefit information service Kelmu streamlines cooperation with wellbeing services counties

**Kelmu is considered an easy and secure way to transmit data between Kela and wellbeing services counties.**

Kela provides its partner organisations with benefit data concerning its customers via the Kelmu service. In recent years, efforts have been made to develop Kelmu into a bilateral tool. In 2022, Kela introduced a 'Send document' function to Kelmu so that employees in wellbeing services counties could use Kelmu to send documents related to a customer's basic social assistance digitally to Kela.

Since then, Kela has also introduced another function called 'Request information'. The new function enables the bilateral use of Kelmu. This means that Kela employees can use Kelmu to request information required for the processing of a customer's application for basic social assistance digitally from wellbeing services counties and that wellbeing services county employees can similarly use Kelmu to respond to these requests for information. The function underwent pilot testing in 2024 first with a select few wellbeing services counties. In

December 2024, the function was made available to all wellbeing services counties. By the end of the year, 73% of all wellbeing services counties had begun using the function.

By using the 'Request information' function, Kela can submit requests to wellbeing services counties for e.g. statements issued by social welfare authorities, reports on supplementary and preventive social assistance and information on service need assessments or multidisciplinary cooperation needs. In the past, this kind of information had to be requested by calling the wellbeing services counties. Kelmu is considered an easy and secure way to transmit information, and users find it a great way to facilitate collaboration between Kela and wellbeing services counties.

Kelmu's development has improved the efficiency of our operations by e.g. streamlining the processing of customers' applications for basic social assistance and reducing the need for phone calls. The transition to digital services has also resulted in improved data protection. In 2024, altogether 1,447 requests for information were submitted through the function.







# Customer segmentation as a basis for developing customer-oriented operations at Kela

Kela uses the results of customer segmentation e.g. to improve our services.

We want and need to understand our customer base. To make sure we succeed, we have divided our individual social security customers into data-driven customer segments. The segmentation helps us understand the nature of our broad customer base and the different needs of our customers and how they use our services. With this information at our fingertips, we can improve our operations to better meet the different service needs of our customers.

Kela has created its customer segmentation with the help of advanced data analytics tools, which can be used to process large masses of data. Kela's almost five million individual customers are divided into 26 different groups based on data. These groups are not divided by benefit.

We have studied the way in which our different customer groups use our services and how smoothly we process their matters. We noticed that the recipients of a specific benefit do not form a uniform group and do not behave in the same way – what different customer groups

have in common is actually how they use our services and how often. A significant observation we have made with regard to the customer segmentation of our individual customers is that Kela's individual customers can be categorised under three main segments that use Kela's services and interact with Kela very differently. Kela's main customer segments are customers in stable situations, customers in changing situations and customers in need of support.

We use the results of the customer segmentation e.g. in the development of our services. Kela is currently developing services that are customised to meet the needs of each customer segment. We have also used the accumulated customer data in the administration of our different service points by e.g. ensuring that the employees who work at the service points have the right skills and expertise to meet the needs of the customers who visit the service points.



# Patient data stored in Kanta Services soon more widely available to citizens

**Citizens will soon be able to use other services than just OmaKanta to view their patient data recorded by different health service providers.**

In December 2024, Kanta Services implemented a new interface to enable the use of data stored in the Patient Data Repository in different digital services and applications that promote wellbeing. Citizens can currently access all of their patient data only in OmaKanta, but they will soon be able to also use other services to view their patient data.

The new interface allows application developers to launch new types of services that make use of patient data e.g. by combining them with the measurement data produced by the application. In the future, citizens will have access to more personalised and effective applications. They can provide support for e.g. monitoring and preventing illnesses at home. With the help of the interface, citizens can, for example, use the same digital e-service to view the patient data recorded by different entities, such as public and private healthcare providers and occupational healthcare professionals.

The applications will not have direct access to patient data. They can retrieve data from Kanta Services only if the citizen consents to it.

Application providers must acquire a certification for their application and have its data security assessed before the interface can be used. This process ensures that the applications are safe to use and comply with requirements. In the first phase, Atostek and Sensotrend, which served as Kanta Services' partners during the pilot, will implement the interface in their applications.

Provisions regarding the disclosure of patient data to applications promoting wellbeing are set out in the Act on the Processing of Client Data in Healthcare and Social Welfare (Client Data Act). In the coming years, the interface will be updated with functions enabling the handling matters on behalf of someone else and the disclosure of prescription data and social welfare client data.







# Research data to assist in the development of social security for families with children

The results generated by a study conducted on the livelihood of families with children are utilised e.g. by the parliamentary committee on social security in its operations.

The study was conducted in the form of a research project entitled Lapsiperheiden pienituloisuus ja sosiaaliturvaetuudet (LAPSOSET) (Low-income families with children and social security benefits), and it examined how low income levels affect families with children, social security and changes thereof, the impact of child care allowances, the living arrangements of families that do not live under the same roof and how well the maintenance agreement process functions.

The study made use of a variety of research data. The data stored in Kela's benefit registers were used to describe the livelihood of families with children that received general housing allowance and basic social assistance. Longitudinal data including families with children were used to examine how child care allowances impacted parents' employment status and the families' livelihood. The SISU microsimulation model was used to assess the impact of changes in social security and to study the different living arrangements of

children. A comprehensive set of nationwide data was collected during the study by interviewing child welfare officers and District Court Judges to assess how well the maintenance system functions.

The study found that the general housing allowance is a benefit of great significance in single-parent families. In 2022, almost half of all single-parent families were paid general housing allowance. Altogether 8% of all children aged 0 to 17 lived in families that received basic social assistance. The changes in social security that were implemented in 2024 were estimated to increase the number of low-income families with children.

The results of the study are used e.g. by the parliamentary committee on social security and the working group tasked with the reform of the child maintenance allowance and in the assessment of the impact of the changes made to social security.



# A survey conducted on family leave use provided new insight into the factors that affect how family leave is divided between parents

**The results of a study conducted on family leave use show that whether and how the father uses family leave days is especially affected by the mother's socioeconomic status.**

The study was conducted as a research project entitled Perhevapaakysely 2022 (Family leave survey 2022), and it focused on the choices parents of small children make with regard to family leave and the ways in which the parents reconcile work and family life. The study was conducted in cooperation with the Finnish Institute for Health and Welfare.

The data used in the study were based on a population survey conducted in spring 2022, which was directed at parents of children aged 1 to 2. The sample used in the study was collected from Kela's family benefit register through random sampling of mothers who had collected maternity allowance or parental allowance and fathers or non-birthing parents who had collected paternity allowance or parental allowance. The results of the study were published in Kela's research publication series entitled Sosiaali- ja terveysturvan tutkimuksia (Studies on social security and health security) in spring 2024 and as separate scientific articles.

According to the results of the family leave study, the use of family leave is strongly linked to the socioeconomic status of both the mother and the father.

Parents with a higher income and a higher level of education will divide the leave more equally between the mother and the father. In particular, the socioeconomic status of the mother determines whether and how the father uses family leave days.

The most significant obstacles to fathers using family leave days are financial factors and the mother staying at home to take care of the child while collecting child home care allowance. Whether the father uses family leave days also affects how the mother collects child home care allowance as mothers will collect child home care allowance for shorter periods of time if the father also uses family leave days. Whether the mother decides to collect child home care allowance is often motivated by child-oriented factors and the ideals surrounding caring for children.

The data collected during the Family leave survey 2022 provides a point of comparison for corresponding data that will be collected in 2025. These two sets of data will be used to assess the effects of the family leave reform.







# Researchers studied the effectiveness of social security among young people

**Kela's research organisation wanted to form an overall understanding of the effectiveness of social security among young people in terms of how well it secures their livelihood.**

In 2023, two thirds of all persons aged 16 to 29 received Kela benefits at a total amount of EUR 3.1 billion. Kela's researchers studied how these younger cohorts use social security by analysing data gained from various official sources and literature on the topic as well as data recorded in Kela's registers and in the Incomes Register. The methods of analysis selected by Kela's researchers for illustrating benefit paths were descriptive analysis, sequential analysis and cluster analysis. Microsimulation, on the other hand, was used to examine the effects of legislative changes.

Researchers compared social security available for young people in the Nordic countries, Estonia, the Netherlands and the United Kingdom. The researchers observed, for example, that how housing allowance is allocated and to which degree student financial aid is based on loans differs between countries.

The researchers noted that, in Finland, students were increasingly living alone, student loan amounts had grown, the need for basic social assistance had decreased and the percentage of young women who received sickness allowance had increased.

For the majority of young people, the need for basic social assistance was temporary. Very few young people with intellectual or developmental disabilities had received income from work. The need for unemployment benefits and basic social assistance was greater among young people who spoke some other language than Finnish, Swedish or Sámi as their first language than among those who spoke one of these three languages as their first language.

A low level of income was common among young people who were not engaged in working life due to their studies or unemployment or for other reasons. The legislative changes made in 2024 will have a more detrimental impact on the income levels of the unemployed than those of other socioeconomic groups. The unemployed will be subjected to even stricter incentives to make the transition to working full time.

Living alone is a financial risk in all the countries compared in the study but especially in Denmark where housing benefits are aimed at families with children. However, in Finland the poverty gap that affects people who live alone is the smallest of all comparison countries.



# The Muutos III (Change III) project produced diverse data on rehabilitation

**Kela executed the Muutos III (Change III) project to study the implementation and functionality of rehabilitation services organised by Kela and their reforms in a multifaceted manner with a multi-method approach.**

During the Change III project (2021–2024), data was collected in accordance with the data needs of each study by conducting surveys and interviews and by observing rehabilitation sessions. Data was obtained e.g. from customers, service providers and partner organisations such as occupational healthcare providers and education professionals.

The research results concerning Taito vocational rehabilitation courses and KIIILA rehabilitation highlighted the need to customise the focus of rehabilitation services to meet each customer's individual and diverse needs. A need for development was identified in group-based working methods and in the cooperation between different entities. The research results concerning LAKU family rehabilitation helped improve the services so that they take the challenges present in the daily lives of families with a child or children diagnosed with a neuropsychiatric disorder more flexibly into account. The study produced data on the availability of

services and early support requiring neuropsychiatric expertise.

The study conducted on remote rehabilitation services compiled data on the different kinds of rehabilitation provided by Kela to various target groups. The results showed that remote rehabilitation services enable the provision of individualised support and participation in different life situations. A study entitled Omakuntoutus Kelan järjestämissä kuntoutuspalveluissa (Self-rehabilitation in rehabilitation services organised by Kela) produced new data on the prerequisites and good practices for implementing an approach that encourages the customer to be more active.

The data produced during the Change III project have been used in the development of rehabilitation services organised by Kela. The data have helped establish a more solid base of evidence for these services.







**A foundation built on customer-centric, interoperable data management**

Centralised management, decentralised utilisation

**Data are a key asset when undergoing a transition phase in business operations**

We make maximum use of knowledge and data

**Advanced capabilities for and culture of leveraging knowledge and data**

Investments in artificial intelligence

**Kela is known for its impactful data operations**

We promote the mobility of data and use our knowledge and data in service of our partner organisations and the society at large

# Kela's Data Compass establishes a direction for the development of data utilisation and data management

**Knowledge management plays an enormously important role in Kela's success as it enables the efficient use of data in decision-making, strategic planning and operational activities.**

Kela has a long history and a high level of know-how related to data management and utilisation. In order for knowledge management to play an even larger role in Kela's operations, Kela's Information Services established Kela's Data Compass in autumn 2024. The Data Compass sets out strategic policies for knowledge management.

The policies established in the Data Compass function as a bridge between Kela's strategic goals and practical knowledge work. A shared direction and policies help all teams and specialists at Kela to make

the right choices in the prioritisation of their daily work tasks. At the same time, they function as a clear-cut tool that helps management to ensure that Kela's knowledge management develops in the right direction vis-à-vis our established goals.

Kela's Data Compass is based on [Kela's strategic vision](#) for the future and [Kela's strategy](#), which was updated in December 2024.

## Strategic policies for knowledge management at Kela



# Data are safe at Kela

We took steps to promote several measures to improve our data protection and information security in 2024. Kela's security guidelines were revised and implemented. The main theme throughout the year was the renewal and review of our security agreements.

By security, we mean ensuring the safety of our employees and customers, keeping operations free of disruptions, safeguarding continuity and protecting our data, facilities and assets. Security includes data protection. Security development is based on the strategic security policies put in place at Kela.

Kela processes critical and protected data that are qualitatively and quantitatively significant to Finnish society as a whole. It is essential that we ensure the continuity of our services and data confidentiality in all circumstances through information security and data protection. Information security and data protection are basic prerequisites for serving society at large and for protecting citizens' daily lives in accordance with our strategy.

Digital security at Kela means safeguarding the confidentiality, integrity and availability of the extensive datasets processed in connection with the administration of social security and the provision of Kanta Services. It also means processing data in accordance with data protection requirements. In addition to data

protection and information security, digital security also comprises executive management, risk management, continuity management and cybersecurity.

We exercise due diligence in all operations and ensure the implementation of data protection and information security. Personal data are processed at Kela on the basis of discharging Kela's statutory duties. Kela informs clients of the processing of personal data in privacy statements. Kela has been focusing on producing data protection information for clients in order to improve the transparency of its operations. More information on the processing of personal data stored by Kela can be found on Kela's website under [Data protection and processing of personal data at Kela](#).

In 2024, the focus of our information and cyber security efforts lay in the implementation of IT continuity management and the further development of the 24-hour monitoring services provided by Kela's Technical Situation Awareness Centre. Kela's Technical Situation Awareness Centre went online in spring 2023, and the

centre achieved full 24-hour monitoring capacity using our own personnel in summer 2024.

In data protection, the focus was on improving and deploying procedures related to Kela's management system and promoting the use of revised impact assessment tools.

Maintaining security competence among our employees and management was one of the goals for 2024. We also published an online course on security for external service providers.

Key data protection and information security measures implemented in 2024 included:

- support for the application of the data classification model
- the publication and completion of a new online course on security (online course for service providers)
- preparation for the implementation of the NIS2 Directive
- promoting the use of new data protection impact assessment forms.

In 2024, Kela participated in several training exercises focused on data protection, cybersecurity or information security. More information on Kela's strategic security policies is available on [Kela's website](#).

**We exercise due diligence in all operations and ensure the implementation of data protection and information security.**



# Key indicators – Kela as an information service provider

## Social security – number of decisions by benefit

Indicator and description	2024	2023
Exemption from payment of child support arrears	21 508	18 340
Child maintenance allowance	38 954	39 338
Pension benefits	136 761	157 064
Pension assistance	1	17
Housing allowance for pensioners	187 615	221 213
Special care allowance	10 380	10 492
Entitlement to medical care	8 011	9 299
School transport subsidy	160 850	146 903
Rehabilitation services	243 459	264 883
Rehabilitation allowances	96 106	103 571
Child benefit	87 151	91 227
Child care allowance	162 426	175 639
Entitlements to reimbursement for medicine expenses	358 888	366 438

Indicator and description	2024	2023
Additional reimbursements for medicine expenses	19 175	20 868
Student loan tax deduction and compensation	41 459	40 498
Benefits for students	339 903	322 276
Compensation for family leave costs	21 710	22 434
Basic social assistance	1 831 582	1 624 778
Reimbursement of medical expenses	9 534 231	9 609 636
Sickness allowances	702 941	825 047
Conscript's allowance	39 421	37 769
Occupational healthcare, employers	54 524	48 819
Occupational health care, self-employed persons	64 476	61 105
Unemployment benefits	1 018 538	968 469
Insurance coverage matters	145 693	167 727
Disability benefits	130 341	135 655

Indicator and description	2024	2023
Daily allowances for parents	223 894	200 640
Compensation for annual leave costs	40 008	34 762
General housing allowance	890 063	903 995
Maternity grant	43 862	42 582
Temporary assistance with electricity costs	81	6 001

Benefit payouts and recovery	2024	2023
Recipients of benefit payments	4,7 million individuals	4,6 million individuals
Total expenditure on benefits	EUR 17,3 billion	EUR 16,6 billion
Benefit recovery accrual	EUR 114,0 million	EUR 117,0 million
Benefits recovery first decisions (qty)	548 101	530 602



# Key indicators – Kanta Services

Kanta Services – MyKanta	2024	2023
MyKanta log-in sessions	37.8 million	35.4 million
MyKanta users	3.2 million	3.1 million
Average number of MyKanta users per month	1.13 million	1.08 million
Underage MyKanta users	92,000	90 000
Adults on behalf of whom MyKanta was accessed by power of attorney	39 000	25 000
Minors on behalf of whom MyKanta was accessed by a guardian	503 000	463 000
Prescription renewal requests via MyKanta	3.7 million	3.7 million





## Kanta Services

	2024	2023
Patient records in the Patient Data Archive (cumulative)	4,1 billion	3,65 billion
Individuals on whom health data have been recorded (cumulative)	6,8 million	6,7 million
Documents in the Client Data Repository for Social Welfare Services (cumulative)	113,3 million	97,1 million
Individuals on whom social services customer data have been recorded (cumulative)	1,8 million	1,6 million
Electronic prescriptions written	30,1 million	29,8 million
Medicine deliveries	83,8 million	80,0 million
Organ donation testaments	863 415	825 183
Living wills	222 529	201 639
Test results uploaded to MyKanta by individuals	150 000	
Number of individuals who have uploaded test results to MyKanta	25 000	

## Kanta Services – persons who applied for a COVID-19 certificate

(as of June 2021, cumulative until 31 Dec 2023)

	2024	2023
COVID-19 vaccination certificate	3,6 million	3,6 million
Test result certificate	913 000	903 000
Certificate of recovery from COVID-19	514 000	509 000



# Key indicators – Data sharing

Kela shares data with other organisations and entities nationally and internationally in order to deliver benefits and discharge duties equivalent to the responsibilities of Kela’s partner organisations. Kela acquires data e.g. pursuant to the National Pensions Act. International data sharing is undertaken pursuant to international treaties and the EU Regulation on the coordination of social security systems.

## International data sharing

Social security data is shared among European countries in the EESSI\* system.  
Data is also shared bilaterally in respect of citizens who reside abroad. The data cover e.g. changes in their circumstances, additional pensions paid abroad, and periods of insurance cover abroad.

	2024	2023
EESSI messages sent and received	1 434 901	1 199 540
Received	1 114 360	800 867
Sent	320 541	398 673

## Bilateral international data sharing

	2024	2023
Data in respect of changes in circumstances	2 309 176	2 370 529
Data in respect of insurance	101 450	104 006
Data in respect of additional pensions	5 623	7 789

\* EESSI = Electronic Exchange of Social Security Information  
EESSI user institutions pay Kela for data sharing. The largest payer is the earnings-related pension sector.

## Kela’s benefit information service Kelmu

Information is shared on benefits or concerning data needed for processing benefits.

	2024	2023
Kelmu queries submitted to Kela	7,3 million	6,9 million
Interface queries	1 320 523	1 282 035
User interface queries	6 025 122	5 583 030
of which queries submitted by municipalities	383 526	418 813
of which queries submitted by wellbeing services counties	4 505 175	4 087 209
of which queries submitted by the City of Helsinki	840 666	798 087

## Delivery and reception service Luova

Data sharing between Kela’s systems and stakeholders’ systems.

	2024	2023
Daily number of messages	0,5 to 1,5 million	0,5 to 1,5 million



Data sharing between unemployment funds and Kela

	2024	2023
Earnings-related unemployment security data received from unemployment funds	1 434 466	1 374 699
Data requests from unemployment funds	625 461	605 984
Benefits data delivered from Kela to unemployment funds	1 354 005	1 401 424

Data sharing between the national earnings-related pension sector and Kela

Kela receives data on earnings-related pensions that are needed for delivering benefits. Similarly, Kela shares data needed for the processing of earnings-related pensions with the Finnish Centre for Pensions. Data are transmitted via several services. The following list only includes the national services for which Kela’s Information Services is responsible.

	2024	2023
Data on earnings-related pension decisions from pension institutions to Kela for benefits processing	636 500	606 469
Job history queries in the Finnish Centre for Pensions official service by Kela	78 438	75 248
Benefits data on periods without wages to the Finnish Centre for Pensions	840 678	918 816
Kelmu queries about Kela’s benefits submitted by entities in the earnings-related pension sector (included in the total under ‘Kelmu queries received’)	796 214	795 926
Queries about data on traffic accidents and personal injuries received from insurance companies submitted to Kela by entities in the earnings-related pension sector	597 500	570 000

Data sharing between banks and Kela – payment transactions

	2024	2023
Payment messages sent	54 713	52 722
with payments totalling EUR	38 783 069	38 699 823

Electronic medical certificates and reports

	2024	2023
Electronic medical certificates and reports forwarded to Kela at the patient’s request	1 076 630	853 389



Sharing of Incomes Register data and tax information

Kela makes use of salary, benefit and pension data recorded in the Incomes Register and uploads corresponding data that it has received through its operations.

	2024	2023
Salary-related Incomes Register notifications received by Kela	63 898 685	67 677 266
Benefit-related Incomes Register notifications received by Kela	60 938 573	61 101 559
Benefit-related Incomes Register notifications submitted by Kela	31 732 268	-
Tax information requests submitted by Kela	8 440 312	8 855 587
Responses to tax information requests returned to Kela	8 418 260	8 619 875

Clients’ basic data (core data)

Number of data change notifications received from the Digital and Population Data Services Agency

	2024	2023
Details of birth	43 725	43 442
Details of death	81 410	86 429
Address changes	1 533 116	1 565 424
Registrations in resident population	87 816	91 826





## Kela’s secondary data use services

### Requests for statistical data, by benefit

	2024	2023
Total requests	1 745	1 586
Disability benefits	56	68
Unemployment benefits	23	33
Social assistance	131	83
Sickness allowances	121	134
Reimbursement of medical expenses	68	65
Family benefits	69	35
Benefits for students	91	91
Housing allowances	39	38
Pensions	103	97
Rehabilitation	77	64
Medicines	785	655

### Kelasto (Kela’s statistics database) and statistical publications

	2024	2023
Kelasto statistics reports, total downloads	502 079	348 488
Kelasto statistics reports, external user downloads	210 706	166 365
Statistics publications in Kela’s publication series	11	11
Statistics publication downloads	29 000	47 000

### Kanta Services, reporting and statistics (preferably the secondary use of Kanta data)

	2024	2023
Data protection reports delivered	1 571	1 029
Regulatory reports delivered	332	245
Statistics published in the Kanta statistics portal	41	-
Recurring data transfers from the Kanta data platform	12	-

### Data access and dataset services, and data resources catalogue

	2024	2023
Data resources catalogue publications	2	0
Dataset deliveries pursuant to a data access permit or specific legislation	225	189
Kela in-house dataset deliveries	90	111
Data access permits as per permit applications	14	16



Research

	2024	2023
Total research publications produced	166	173
of which peer-reviewed	44	40
of which domestically peer-reviewed	19	13
of which internationally peer-reviewed	25	27
Domestic research publications	130	138
International research publications	36	35
Research blog visits	126 659	173 845
Research blog entries	44	51
Publications in Kela’s publication series	13	21
Research publication downloads	96 122	143 000

Open-source data

	2024	2023
Open-source datasets published by Kela (cumulative)	25	16

Digital data collection

	2024	2023
Questback Essentials data collections Questback Enterprise October 2024 ›	143	117
Accrued responses c.	42 000	34 000
Separate analyses	31	2
Elisa Dialogi mobile surveys	28	19
Dialogues initiated c.	6 000	11 000





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