

Service description of wellbeing data stored in Kanta Services

Kela, Kanta Services

2 February 2024

Change history

Version	Edit	Author	DATE
1.0	First released version for the pilot test phase	Kela, Kanta Services	20 April 2018
1.1	Updated content to reflect wider production use of the service	Kela, Kanta Services	24 October 2018
1.2	Updated information about the validity of licenses under "Use of the service". The name "MyKanta PHR" has been replaced by "Kanta PHR" in the document.	Kela, Kanta Services	14 September 2020
2.0	Changes in accordance with the Client Data Act	Kela, Kanta Services	1 November 2021
2.1	Added the storage of wellbeing data in MyKanta, and the name Wellbeing data stored in Kanta Services is to be used for the Kanta PHR	Kela, Kanta Services	2 February 2024

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1 Service description

This document is intended for users who store wellbeing data in the Kanta Services (Kanta PHR).

The Social Insurance Institution of Finland (hereinafter "Kela") is the controller of wellbeing data stored in Kanta Services.

The user can store their wellbeing data in Kanta Services. Well-being data refers to measurement, lifestyle and activity data that are directly or indirectly related to the promotion of the user's well-being and health. Data that users can record and store include blood pressure and blood sugar measurements, assessments of symptoms, medical check-ups and self-care plans. The goal is to increase citizens' interest in promoting their own health and wellbeing, and to accelerate treatment processes.

Wellbeing data is stored in the Kanta Services either in MyKanta or with wellbeing applications provided by third parties (hereinafter "application provider") that have been approved in accordance with the Client Data Act. Wellbeing applications must meet legal requirements and pass a legal certification process. Kanta Services maintains a [list of applications](#) on the kanta.fi website that allow the user to process and store their wellbeing data in Kanta Services.

1.1 Wellbeing applications

A wellbeing application is a tool with which users can store and process their wellbeing data in Kanta Services. A wellbeing application can be

- an app running on a mobile device (smartphone, tablet)
- a server-based application used on a computer, such as a browser-based symptom survey
- a measuring instrument such as a blood sugar or activity monitor, from which data can be transferred to Kanta Services using a wellbeing application offered by the device supplier, for example
- some other online software, service or computer programme.

Wellbeing applications come in many different forms. They can be used to exclusively store wellbeing data in the Kanta Services or are also able to process wellbeing data in the Kanta Services with the user's permission. The processing of wellbeing data means that the

application retrieves the user's data, such as blood sugar measurements, from Kanta Services and provides the user with recommendations based on the data.

The user activates the application in accordance with the instructions provided by the application provider. Each application has its own terms of use, and Kanta Services issues a separate [notification that reports on the use of wellbeing data](#).

Kanta Services is not responsible for wellbeing applications connected to Kanta Services or their functionalities, maintenance or the accuracy of data collected by the applications. The approval of wellbeing applications for their intended purpose is governed by chapters 11 and 12 of the Client Data Act (703/2023).

2 Use of the service

Wellbeing data is stored and processed with wellbeing applications and in MyKanta. Users can store their wellbeing data using the application by granting the application access rights to process their wellbeing data in Kanta Services. At the same time, the user receives [a notification informing them about wellbeing data stored in](#) Kanta Services.

The user can process their wellbeing data in MyKanta and with as many wellbeing applications as they wish, provided that the application has been approved for Kanta Services. The kanta.fi website contains an up-to-date [list of](#) applications that can be used to process wellbeing data. All wellbeing data stored by the user can be processed by all applications to which the user has granted access rights. When installed, the application lists the permissions it needs to function.

Permissions granted by the user to each wellbeing application are valid until further notice. If the user does not use the application regularly, the user will be asked to grant the access right to the application again, usually after one year or a longer period of time, depending on the application. With regular use, the application's access right is kept valid and the user is not asked to reconfirm the access right.

Users can stop storing their wellbeing data in Kanta Services at any time. The user can delete access rights they have granted to wellbeing applications and all wellbeing data they have stored in Kanta Services either in MyKanta or through an application that allows the deletion of data. A log of processing activities is kept of the deleted data. Log data are retained for 12 years after their generation, after which the data will be deleted.

When using the application for the first time, the user is required to identify using multi-factor identification (Suomi.fi). The application is subsequently used without multi-factor authentication.

The functionalities of the wellbeing application and the data stored depend on the application and its features. The user is responsible for storing their wellbeing data in Kanta Services as well as for the content, use and deletion of the wellbeing data stored in the service.

The principles of processing personal data are described in [privacy statements](#) available on the kanta.fi website.

2.1 Use of the service in MyKanta

Users can store their wellbeing data in Kanta Services as well as view and delete their data also in MyKanta. In MyKanta, the data is found under the Wellbeing data heading. The data is shown to the user in the language in which it was stored. In MyKanta, the user can also see which applications they have granted access rights to and revoke access rights.

3 Service hours and downtimes

The wellbeing data stored in Kanta Services is available without interruption, with the exception of planned maintenance downtimes, unforeseen technical problems or other disruptions independent of Kanta Services. Downtimes are announced on the kanta.fi website.

4 Service disruptions

The environment of the Kanta Services includes affiliated systems, the functionality of which must be taken into account if a service disruption is suspected. These affiliated systems and disruptions that may result from them include:

- applications used to process wellbeing data and disruptions related to such applications (data is not stored in Kanta Services or cannot be utilised in Kanta Services)
- disruptions in the MyKanta service (wellbeing data stored in Kanta Services cannot be viewed in MyKanta)

- Disruptions in Suomi.fi identification or errors in various means of identification, such as online banking codes or mobile certificates (it is not possible to save wellbeing data when using the service for the first time).

4.1 Before contacting Kanta Services

The user is advised to check the following before contacting Kanta Services.

If the stored wellbeing data is not visible or available in MyKanta, before contacting customer support, check that the user

- has identified themselves using Suomi.fi identification before granting access rights.
- has selected Kanta Services as the storage location for wellbeing data.
- has given the wellbeing application access to wellbeing data and received the notification informing about the use of wellbeing data.
- has stored data in Kanta Services with the wellbeing application they are using or in MyKanta.
- has checked in MyKanta that the data is visible under the heading Wellbeing data.

In addition, before contacting Kanta Services, check that the wellbeing data has been stored with the identifying information of the person in question. In MyKanta, the data displayed is based on the user's personal identity code.

5 Contact information

You can contact us using the customer feedback form [or contact Kela's general support on health and social services:](#)

- Email: asiakaspalvelu@kanta.fi
- Phone: 020 634 4588. We are open on weekdays between 9:00 and 16:00.