



POPULATION INFORMATION SYSTEM QUERY INTERFACE SERVICE DESCRIPTION

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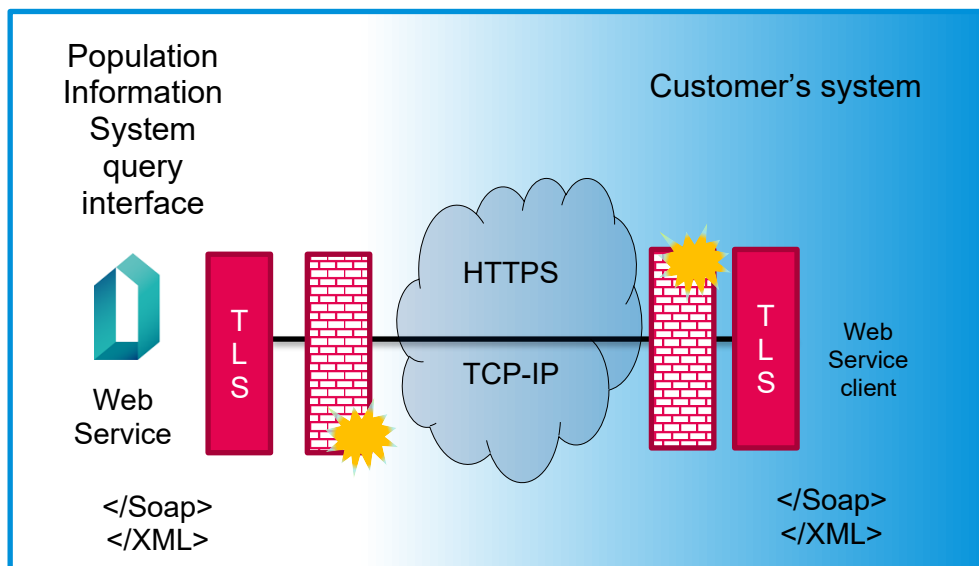
POPULATION INFORMATION SYSTEM QUERY INTERFACE SERVICE DESCRIPTION

1 Population Information System query interface

- Organisations can use the query interface to directly retrieve real-time information from the Population Information System to their own information systems.
- The Population Information System query interface is for making single queries, such as for a transaction.
- The query interface is not intended for regular or extensive data updates in external registers or similar mass queries.
- For additional information on the sampling and update services of the Digital and Population Data Services Agency and other population information services, visit: <https://dvv.fi/en/population-information-services-for-organisations>

2 Technical aspects of the Population Information System query interface

Queries on the interface can be made on WebService interfaces through a secure internet connection.



- The data is transmitted as XML message through the WebService interface.
- TLS handshaking uses certificates.
- In the customer's system, consideration must be given to the following: connection of the client certificate, generation of the SOAP query and the parsing of XML reply data on the application.



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2.1 Principles of the WebService interface

- All query data in the identifier queries is transferred as SOAP query parameters
- In identification and sampling queries, the query parameters are transferred in a query message attached to the SOAP body
- To ensure compatibility, SOAP extensions are not used in WebService messages

2.2 Customer's client implementation

- The WSDL descriptions of the Population Information System query interface are available in the API Catalogue:
https://liityntakatalogi.suomi.fi/en_GB/dataset/vtjrajapinta
- The client connection is verified in the TLS handshake with the client certificate.
- Requirements for compatible certificates:
 - The purpose of the certificate (= Extended Key Usage) must include the Client Authentication attribute.
 - The issuer of the certificate must be trusted and have a publicly available Certificate Revocation List.
 - The certificate's Common Name must include a complete domain name (no wildcard certificates, e.g. *.company.com).
- Instead of a service certificate, the client can use the Suomi.fi Data Exchange Layer (see section 2.3).
- The client transmits the user ID and password in the SOAP call parameters for access verification. If necessary, the Digital and Population Data Services Agency will issue a new password for the user ID. The user ID and password issued by the Digital and Population Data Services Agency should be easily convertible into the client connection configuration.
- Furthermore, the end user ID must always be transmitted with the query. A customer must be able to use the ID of the end user to identify the submitter of the query for the Digital and Population Data Services Agency for five years after the fact.
- Intermediary companies must include the end user organisation's customer ID in the end user ID, separated with a vertical bar and an @ sign (e.g. xxxxx|@yyyy).

2.3 Using the Population Information System query interface through the Suomi.fi Data Exchange Layer

The Suomi.fi Data Exchange Layer is a standardised data transfer channel providing a standardised method for transferring data between organisations. It determines the way data and services are exchanged between information systems.

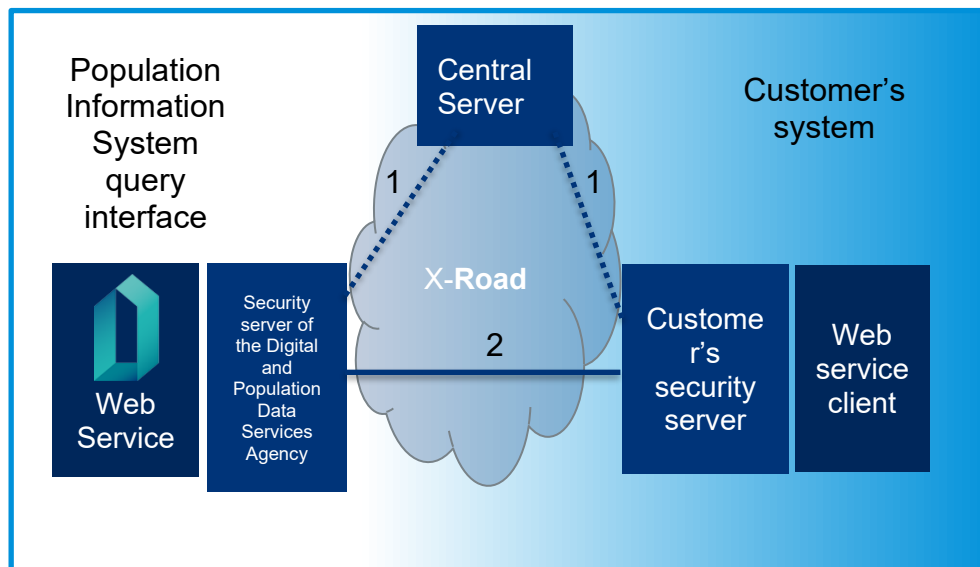




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Using the Data Exchange Layer requires a security server. Services by government agencies other than the Digital and Population Data Services Agency are also accessible to users of the Data Exchange Layer. Organisations are able to use the services of all public authorities that have joined the Data Exchange Layer through a single security server.

Before joining the Data Exchange Layer, an organisation must 1) obtain the data permit for the Population Information System query interface and 2) acquire the security server for the Data Exchange Layer. Read more about joining the Suomi.fi Data Exchange Layer at <https://palveluhallinta.suomi.fi/>



- 1 The Digital and Population Data Services Agency and the customer register their security servers on the central server of the Data Exchange Layer.
- 2 — Data will flow between the two security servers.

3 Products of the Population Information System query interface

3.1 Products

The query interface may be used to disclose personal and other data kept in the Population Information System in accordance with the permit holder's needs. The data disclosure process must be in compliance with the law. A product in the Population Information System query interface means the dataset that is transmitted in the reply message.

The disclosed information may include, if querying with a personal identification code, data on the person's name, municipality of residence, native language, and data on guardianship. If querying with a building ID, the product could be for the identification of a building, relaying information such as location, basic data, and properties.

The Digital and Population Data Services Agency has a range of ready-made interface products. You can view the ready-made products for the private sector in the commercial



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price list for the Population Information System query interface. The price list is available at <https://dvv.fi/en/population-information-system-query-interface>.

The Agency may prepare a new interface product if a suitable one does not exist. Any costs incurred from the construction of the new product will be charged to the customer.

3.2 Search criteria for product data

The search criteria for Population Information System query interface products are:

- Personal identity code
- Electronic Unique Identification Number (SATU)
- Building ID
- Property identifier
- Municipality in which the building is located and building address

Queries about personal data should always be made with the personal identity code. In most cases, personal identity codes should be used in queries for personal data.

3.2.1 Queries without personal identity code for public administration operators

Public administration operators may also use other terms to submit queries. These are referred to as identification queries. Identification queries are only allowed if the customer does not have a personal identity code for a specific reason. The personal identity code is only disclosed when the query terms return a single person.

The mandatory query terms for an identification query are:

- Current surname
- Current forename or any of the person's current forenames
- Date of birth

Optional terms:

- Municipality of residence

3.2.2 Updating a register or other mass retrieval of data

The Population Information System query interface is for making individual queries. The Population Information System query interface may not be used to update customer registers.

For en-masse register updates, the Agency provides the PIS modified data interface for public administration operators, and the picking and update service for the private sector.

3.2.3 Notification of data retrieval in the population information system

There must be legal grounds to process personal data, such as a statutory task, consent, or legitimate interest. The data subject must also be informed of the data retrieval. In activating the Population Information System query interface service, the customer must ensure that it meets all the obligations of the EU General Data Protection Regulation.





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4 Information security requirements

The data disclosed as part of the Population Information System query interface must be appropriately used and secured.

When submitting an application to use the query interface, the applicant must provide details of how it intends to secure and use the data. General information security requirements for the Population Information System query interface are described below.

The Digital and Population Data Services Agency may also issue other information security requirements and instructions.

4.1 Security of data communications, software, datasets, use, and equipment

- The organisation must establish a procedure to ensure that storage media that is being decommissioned or sent to maintenance do not contain data from the population information system or other personal data.
- Access to the Population Information System query interface will only be granted if the organisation has a firewall and software-based anti-malware protection that update automatically.
- Data communications that include data from the Population Information System or personal data must be encrypted. The organisation must use TLS (1.2 or more recent version) as the encryption protocol.
- The organisation's production and testing environments must be separated.

4.2 Access rights management and password policy

- The persons submitting queries to the Population Information System query interface on behalf of the data permit holder must have personal user IDs to the permit holder's system that is used to submit queries to the Population Information System query interface. The access rights holders must keep the user IDs and passwords assigned to them carefully – they may not be disclosed to others.
- The organisation must describe its access rights management processes. The validity of access rights must be verified regularly.
 - The permit holder must ensure that, if a person authorised to use the Population Information System query interface leaves the organisation or is absent for a long period, or the access rights otherwise expire or are cancelled because of misuse, the person's right to use the query interface to access the Population Information System is withdrawn.
- Passwords for systems that are used to access or process data in the population information system must be secure and handled securely. A secure password has more than 20 characters and contains both lower and upper case letters, digits or special symbols. Passwords must be personal and are not to be disclosed to others.



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4.3 Logging and use of data

It is the customers' responsibility to appropriately log their use of the Population Information System query interface. Customers must be able to demonstrate, in retrospect, who has retrieved data from the Population Information System, when, and for what purpose. Upon request, a customer must provide a report to the Agency on their use of Population Information System data.

- The details of the person running the query, the exact time of the query and the object of the query must be recorded in the logs. In the query message, the person running the query must be identified with the 'loppukayttaja' parameter. If the system makes queries automatically, the end user must be recorded as, for example, the name of the system.
- The log data of the Population Information System must be kept for five (5) years, after which the data must be securely destroyed.
- Log data must be secured against tampering. If it is possible to change a log file after the fact, the customer must have an immutable audit log.
- Access to log data must be restricted to only persons that carry out related tasks.
- The customer must regularly verify that logs are being generated.

The permit holder is also responsible for the security of its information system, the legality of the processing of each piece of information retrieved, and that the queries comply with the terms and conditions of the data permit and the purpose of the granted products.

In the framework permit procedure, the intermediary companies are responsible for making sure that queries made by their end clients are recorded into log files as described above.

4.4 Administrative and physical data security

The Agency requires customers to ensure that outsiders can only enter the facilities (such as workstations) in which Population Information System data is processed when accompanied by an authorised person, as well as that outsiders do not have any access to Population Information System data and that the facilities are locked or supervised when the authorised person is not present.

The organisation's servers and databases that are used to process Population Information System data must be located in the EU/EEA, with some exceptions. The exceptions are considered on a case-by-case basis in connection with the processing of the data permit application.

If Population Information System data is processed outside of the organisation (such as through outsourcing, in full or in part), the requirements on the use of Population Information System data and its protections must extend to the subcontractor or the outsourced party processing the data based on an agreement.



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4.5 Personnel security

The Agency requires that the customer organisation establishes guidelines for processing Population Information System data and provides its personnel with appropriate training. The personnel are liable for acts in office or otherwise agree, in writing, to appropriately process Population Information System data and keep it confidential.

The customer organisation must establish appropriate procedures for ensuring that its personnel are kept up to date with the terms and conditions of the data permit granted by the Agency and with other terms and conditions regarding the use of Population Information System data and services.

The customer organisation must appoint an information security officer. It must also establish guidelines on handling information security incidents and provide relevant training to its personnel.

4.6 Testing

Testing can be carried out when the data permit process has progressed sufficiently and the customer's data requirement (interface product to be used) is known.

The testing of the Population Information System data must take place in a separate testing environment, with the test cases supplied by the Agency.

The customer can also seek test cases from the testaineisto.fi service. Requests for user IDs and passwords can be submitted by email to organisaatiopalvelut@dvv.fi.

It is not allowed to test the Population Information System query interface in production (including availability testing).

5 Data permits for the Population Information System query interface

5.1 Data permit

To start using the query interface, the customer organisation must receive a data permit from the Digital and Population Data Services Agency and acknowledge its commitment to the permit conditions. The data permit determines authorised products, the purpose of the data use, and other obligations of the customer organisation.

Applications for a data permit for the Population Information System query interface are submitted through the Agency's e-service (<https://asiointi.dvv.fi/#!/login>).

The application for the data permit must contain a description of the purpose for which the data will be used and justifications for the use of the data in question. In connection with its application for the data permit, the organisation must also provide a separate data protection description detailing how the data will be used and protected.

5.2 Data permits for the Population Information System query interface – public sector

The Digital and Population Data Services Agency provides the Population Information System query interface as a service for public sector organisations. Activation of the service



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requires a data permit for the query interface, which the applicant must commit to. Permits are granted by the Agency.

5.2.1 Data permits for the Population Information System query interface – municipalities and wellbeing services counties

The Digital and Population Data Services Agency provides umbrella permits that municipalities and wellbeing services counties can join. The umbrella permit determines which data content an organisation that meets the permit conditions can be given access to, and for which purposes of use.

A separate interface connection is opened for each of the organisations and each organisation is responsible for matters such as keeping of logs.

The umbrella permit that an organisation joins is selected during the data permit application.

The umbrella permits for municipalities and wellbeing services counties are available on the Agency website at <https://dvv.fi/en/population-information-system-query-interface-for-the-public-sector>

5.2.2 Data permits for the Population Information System query interface – other public sector organisations

Public sector organisations can apply for a data permit to the query interface for handling their statutory tasks. The scope of the data content on the data permit will be determined based on the organisation's statutory tasks. The permit holder will then act as a user and data controller of the retrieved data. The connection to the query interface will be opened after the data permit is granted.

5.3 Data permits for the Population Information System query interface – private sector

The Digital and Population Data Services Agency provides the Population Information System query interface to private sector organisations, as well as intermediary companies that the Agency has granted a framework permit, which is a permit to transfer Population Information System data. These intermediary companies are called framework permit holders.

5.3.1 Framework authorisation

In the framework data permit, the Digital and Population Data Services Agency has authorised the intermediary companies to transmit Population Information System data for purposes specified in the data permit. A customer searching for Population Information System data through the service provided by an intermediary company must comply with the terms of the data permit issued by the Agency through the framework data permit procedure. To activate the query interface, a private sector organisation must contact the intermediary companies, which provide advice and can initiate the permit application process through the Agency's e-service.

Organisations that wish to provide intermediary services must submit a data permit application for the Population Information System query interface through the Agency's e-service to receive a framework permit. Before submitting a data permit application, the



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organisation should contact vtjkysely-raiapinta@dvv.fi to clarify the scope of data content and purposes of use.

Intermediary companies are given their own connection to the Population Information System query interface. The intermediary can then open connections for their end customers or provide them the data through the intermediary's service. Transmitting information to end customers is subject to customer-specific approval by the Digital and Population Data Services Agency.

The intermediary company is responsible for recording logs of their customers' queries in accordance with section 4.3.

Please note: the intermediary company is not allowed to use Population Information System data for any purpose other than to transmit them to their customers in the role of data processor.

6 Code of Conduct concerning disclosure of data

Before submitting a data permit application, customers should take note of the Code of Conduct regarding the population information system data.

6.1.1 Information subject to non-disclosure order and notification of non-disclosure order

If justified reasons so warrant, public authorities may be granted access to Population Information System data subject to a non-disclosure order. Information subject to a non-disclosure order refers to information that describe a person's place of residence, such as municipality or address. In such a case, they are also notified of the non-disclosure order.

Processing of data subject to an order of non-disclosure must always take place under the principles and guidelines of the Code of Conduct concerning non-disclosure orders. The permit holder has undertaken to observe these codes of conduct.

The notification of non-disclosure order is not subject to non-disclosure order. Under the general data protection principles, the data should only be disclosed if necessary.

7 Information on data quality

7.1.1 Quality of property, building and housing unit information

The property, building and housing unit information kept in the Population Information System is not publicly reliable, and the quality of the information varies. Except for the address data and municipality of residence, the information referred to in the heading may not be used in decision-making concerning individuals unless they are provided with the details of the content and use of the data when decisions on the matter are made. Reliable property data can be obtained from the Land Information System, which is maintained by the National Land Survey of Finland.

Building data in the population information system is sourced from the municipal building supervisory authorities. The comprehensiveness and accuracy of the data varies by municipality.



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7.1.2 Foreign addresses

Data on foreign addresses may be insufficient. When a person emigrates, the Population Information System receives the information on their change of address. Foreign addresses are generally based on information provided by individuals. Regular exchanges of information only take place with the authorities of some countries.

7.1.3 Occupation

The data on occupations is based on the information provided by individuals and their willingness to provide the information. This means that the data may be out of date or otherwise inadequate.

7.1.4 Preferred name

The data on preferred names in the population information system is based on the information provided by individuals and their willingness to provide the information. This means that the data may be out of date or otherwise inadequate.

8 Service activation

Instructions for activating the Population Information System query interface:

- [Public sector](#)
- [Intermediary companies](#)

9 Price list

Pricing for Population Information System query interface customers
<https://dvv.fi/en/population-information-system-query-interface>

10 Contact information and action in problem situations

Contact information

vtikysely-raiapinta@dvv.fi

Production-related problems

tel. +358 203 43 433 (24h/day)

You can speed up the processing of the matter by providing details of your problem:

- Problem start time
- Error message from Population Information System query interface
- Username
- IP address of the server sending interface queries
- Domain name used by the interface