Certificate services

27.11.2024

Terms and conditions for professional ID cards for social welfare and healthcare professionals

General

The Digital and Population Data Services Agency (DVV) is an authority that maintains the personal data register and provides support services for electronic services, notary and legal recognition services, and guardianship services. Its task under the Act on the Population Information System and the Certificate Services of the Digital and Population Data Services Agency (661/2009), is also to provide certified electronic services. The Agency was previously known as Population Register Centre until 31 December 2019. As of 1 December 2010, the Agency has also operated as the statutory certification authority for healthcare services and as of 1 April 2015, as the statutory certification authority for social welfare (Act on the Electronic Processing of Client Data in Healthcare and Social Welfare (784/2021), Act on Electronic Prescriptions (61/2007) and Act on the Population Information System and the Certificate Services of the Digital and Population Data Services Agency (661/2009).

The Digital and Population Data Services Agency issues authentication and signature certificates on the professional ID card to health care professionals referred to in the Act on Health Care Professionals (559/1994) and to social welfare professionals meeting the qualification requirements for social welfare professionals performing professional functions that are laid down in the Act on Qualification Requirements for Social Welfare Professionals (272/2005).

The DVV's operations as a provider of an electronic identification service and a trust service provider are regulated by the the Regulation (EU) No 910/2014 of the European Parliament, which entered into force in September 2014, and of the Council on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC (the so-called eIDAS Regulation). The eIDAS Regulation is a law that is directly applicable in the Member States and it has been applied since 1 July 2016.

The aforementioned EU regulation is complemented by the Commission Implementing Regulation (EU) 2015/1502 on setting out minimum technical specifications and procedures for assurance levels for electronic identification means pursuant to Article 8(3) of Regulation (EU) No 910/2014 of the European Parliament and of the Council on electronic identification and trust services for electronic transactions in the internal market (the so-called Assurance Level Regulation). When a service provider meets the requirements of the Assurance Level Regulation, in Finland it is considered as a substantial or high assurance level identification services provider/provider of strong electronic identification service.

The national Act on Strong Electronic Identification and Electronic Trust Services (617/2009) regulates the provision of strong electronic identification services and electronic trust services, including electronic signatures and their legal effects. The law has been updated to meet the demands of the eIDAS Regulation and the changes have entered into force on 1 July 2016.

Certificate services

27.11.2024

Social welfare and health care professionals' certificates on regulated professional IDs are used for the electronic identification of certificate holders and electronic signing or verifying the authenticity, integrity and non-repudiation of digital documents or other data (such as patient record entries and electronic prescriptions). The authentication and encryption certificate meets the requirements for a strong electronic identification means. A signature certificate intended solely for implementing a signature meets the requirements of a signature certificate. The Digital and Population Data Services Agency guarantees the correctness of the applicant's identity.

The holder of a certificate for social welfare and health care professionals must also comply with the regulations contained in the Act on the Electronic Processing of Customer Data in Social and Health Care and the Act on Electronic Prescriptions.

The ID card for regulated social welfare and healthcare professionals is valid for a maximum of five years.

The use of the electronic properties of the ID card requires the activation of a professional ID certificate.

Application for the professional ID card for social welfare and health services

Applications for health and social care professional's certificates are primarily made in person with the organisation acting as the registration authority. The application is filed in the certification authority's certificate information system.

The certificate application is approved by granting the certificate. If any of the prerequisites for issuing the certificate to the applicant are missing, the certificate is not issued and the application is rejected. The applicant is notified of the decision immediately, and he/she can appeal the decision in writing with the certification authority.

When applying for the certificate, the professional ID card applicant's identity is verified from a valid identity document issued by the police (identity card that has been issued after 1 March 1999 or passport). Other acceptable forms of identity documents are: a valid passport or identity card issued by an official government agency of an EEA member state, Switzerland or San Marino, or a valid passport issued by an official government agency of another state. If the applicant does not hold any of these documents, the police will verify their identity by other methods.

The validity of a healthcare professional's practice rights is verified in connection with applying for the card from the central register of health care professionals, Terhikki, or the register of social welfare professionals, Suosikki, which are kept by the National Supervisory Authority for Welfare and Health (Valvira).

A health and social care professional's certificate can be applied for again when the previous certificate expires if the prerequisites for issuance are still met. Only the certificate holder can apply for a new certificate.

A social welfare and health care professional with a valid professional ID card can order a professional ID card with the same information content as on an existing card in MyCard

https://omakortti.dvv.fi/. The existing card may not be valid for more than 3 months at the time of applying for a new card.

In addition, a certificate can be applied for again if the certificate holder's practice rights or other details change (insofar as it affects the data content of the certificate) or if the card becomes damaged. In this case, the certificate holder must contact the registration point and apply for a new ID card.

Based on the application information, the certification authority sends to the applicant:

- an ID card which contains the card holder's personal key pairs and certificates
- an activation PIN envelope used by the holder of the professional ID card to set PIN1 (authentication and encryption certificate) and PIN2 (signature certificate) for the card.

In addition, the certification authority sends the holder of the card the instructions for the use of the organisation card.

The activation PIN envelope required for enabling the professional ID certificate is mailed either to the applicant's home address or to the organisation assigned to the applicant about four days after the card has been mailed.

Enabling a certificate for social welfare and healthcare professionals

To enable the electronic properties of a professional ID certificate on a professional ID card, the card must be activated using the activation PIN. In addition to the professional ID card and the activation PIN, you also need a computer, a card reader and card reader software to activate the professional ID certificate. You can activate the professional ID certificate using the card reader software mPollux DigiSign Client. You can download the latest version of the card reader software for free at https://dvv.fi/en/card-reader-software.

The card reader software will start the activation process automatically when you put the professional ID card into the card reader for the first time. The activation PIN allows you to create two personal PIN codes: basic PIN (PIN1) and signature PIN (PIN2). The basic PIN allows the card user to identify themselves when logging in to services, and the signature PIN allows the user to sign documents electronically.

You can find detailed instructions for enabling the professional ID certificate on the DVV website at https://dvv.fi/en/use-of-the-smart-card.

Contact details for the advisory service can be found at https://dvv.fi/en/advisory-service-and-support-org.

Certificate services

27.11.2024

Managing the PIN codes

You can find instructions for resetting a locked PIN code and changing it on the DVV website at https://dvv.fi/en/managing-pin-codes. If you lose the activation PIN, you have to visit a social welfare and health care registration point in person to order a new activation PIN.

Responsibility for keeping the professional ID card for social welfare and health care professionals

Only the card holder is allowed to use the professional ID card and the related activation PIN.

Social welfare and health care professionals must keep and manage their certificates and key pairs and the associated codes and certificate cards with due care. The certificate holder must take measures to prevent the loss of the certificate card and protect PINs against unauthorised disclosure or misuse.

PIN codes used to activate the keys must not be kept together with the certificate card. The certificate holder must change their PIN codes if there is reason to believe that they may have been disclosed to unauthorised parties.

The responsibility of a professional ID certificate holder ends when they have submitted the information for cancelling the card to the revocation service and received a revocation notice from the official who received your call. For more detailed instructions on revoking a certificate, see Invalidating Certificates on a Social and Health Care Professional ID Card. You should make the revocation request immediately after you have noticed the reason for making the request. If necessary, the card holder may also prepare a power of attorney to authorise the certification authority to place professional ID card certificates on the revocation list.

You must take care of your professional ID card in accordance with these terms and conditions of use and the publicly available, approved certificate policy. You must keep your professional ID card in a safe place to ensure that it cannot be modified, accessed by outsiders or used without authorisation. Acting in violation of these instructions relieves the Digital and Population Data Services Agency from any responsibility arising from the professional ID card's use.

Liability of the holder of the professional ID card holder

The professional ID certificate contains a personal identification certificate and an approved level electronic signature certificate, as laid down in the European eIDAS regulation (910/2014).

Social welfare and health care professionals must undertake to act in accordance with the certificate policy when applying for and using the social welfare and health care professionals' certificate. The certificate holder is responsible for ensuring that the data provided in the application for the certificate are correct.

Certificate services 27.11.2024

Before signing a professional ID certificate application, see the rights and obligations of a professional ID certificate applicant in the smart card user guide for regulated social welfare and healthcare professionals (https://dvv.fi/en/regulated-social-welfare-and-healthcare-professionals), in the terms of use of the smart card for regulated social welfare and healthcare professionals, and in the certificate policy (https://dvv.fi/en/certificate-policy) which explain the rights and obligations of both parties (the certification authority and the certificate holder). By submitting your application for a professional ID certificate, you also accept the general terms and conditions of use and undertake to use the certificates in accordance with the instructions.

The application document and terms and conditions of use clearly state that the applicant for professional certificate, with his/her signature, confirms the correctness of the information provided and approves the creation of the professional certificate and its publication according to agreement with the client organisation or in a public directory. At the same time, the applicant accepts the rules and terms pertaining to the use of the professional certificate and sees to the storage of professional certificates and PIN codes and the reporting of any mis-use or lost card.

A professional certificate is the electronic identity of its holder and may not be given to another person to use.

Liability for the use of the smart card and for the legal actions taken with it and their financial consequences rests with the certificate holder.

The certificate card must not be left in a reader unattended or given to another person in any circumstances.

Leaving a card containing a microchip in a reader device may enable the abuse of the professional certificate. When terminating a terminal session or leaving a terminal device unsupervised, it is the responsibility of the professional certificate holder to remove the microchip containing the professional certificate from the reader device and close the applications used appropriately or otherwise closing the technical connection needed for the use of the professional certificate.

If the certificate card is damaged, the card holder must arrange for the certificates held on the card to be revoked and apply for a new card at the registration point. The procedure for applying a new certificate card is the same as applying for the card and the certificate for the first time.

Social welfare and health care professionals must notify the revocation service if the card is lost or the holder suspects misuse.

If the PIN code is locked and the associated PUK code/activation PIN required to open it has been lost, the card holder must contact their chosen public social welfare and healthcare registration point to order a new PUK code/activation PIN.

Certificate services

27.11.2024

Digital and Population Data Services Agency's liability

The Digital and Population Data Services Agency's liability for the provision of certificate services is determined according to the agreement concluded with the client organisation. The Digital and Population Data Services Agency is bound by the certification authority's liability for damages under the Act on Strong Electronic Identification and Electronic Trust Services. Where applicable, the Tort Liability Act (412/1974) and Act on Electronic Services and Communication in the Public Sector (13/2003) are also applied.

In its capacity as the certification authority, the Digital and Population Data Services Agency is responsible for the security of the certificate system. The certification authority is liable for the services that it has commissioned as if for its own.

The Digital and Population Data Services Agency is responsible for ensuring that the professional ID certificate has been created with following the procedures described in the Act on the Population Information System and the Certificate Services of the Digital and Population Data Services Agency (661/2009), the Act on Strong Electronic Identification and Electronic Signatures, the Act on Electronic Services and Communication in the Public Sector, the certificate policy and the certification practice statement, and according to the data provided by the applicant of the certificate. The Digital and Population Data Services Agency is only responsible for the data that it has stored in the professional ID certificate.

The Digital and Population Data Services Agency has the responsibility to ensure that when used appropriately, the professional ID certificate can be used from the time it is handed over for its entire period of validity unless it has been placed on the revocation list. The professional certificate has been given to a person identified in a manner required for professional certificates. The certificate holder has been given instructions pertaining to the use of the professional ID certificate.

When creating a certificate and signing with a private key related to a professional ID certificate, the certification authority assures it has checked the personal data in the organisation certificate according to the policies described in the certificate policy and the certification practice statement.

The certification authority is responsible for ensuring that the right person's professional ID certificate is placed on the revocation list and that it appears on the revocation list in the time specified in the certificate policy.

Limitations of the Digital and Population Data Services Agency's liability

The Digital and Population Data Services Agency is not liable for damage caused by the disclosure of PIN codes, PUK code/activation PIN or a professional ID certificate holder's private keys unless said disclosure is the direct result of the Agency's direct action.

The maximum extent of the Digital and Population Data Services Agency's liability to the holder of the professional ID certificate and its trusting party is for the direct damage incurred, if the damage is the result of the Digital and Population Data Service Agency's direct actions.

The Digital and Population Data Services Agency is not responsible for any indirect or consequential damage caused to the holder of the professional ID certificate. Neither is the Digital and Population Data Services Agency liable for the indirect or consequential damage suffered by a party trusting a professional ID certificate or by another contractual partner of the certificate holder.

The Digital and Population Data Services Agency is not responsible for the functioning of public data connections or information networks, such as the internet, and it is not liable for situations in which the execution of a legal act is prevented because a device or software used by the holder of the professional ID certificate fails or in which the certificate is used in breach of its intended use.

The certification authority has the right to interrupt the service for changes or maintenance. Modifications and maintenance concerning the revocation list will be announced in advance.

The certification authority has the right to develop the certificate service. A professional certificate holder or a party trusting a certificate must bear their own expenses thus incurred, and the certification authority is not liable to compensate the certificate holder or a party trusting the certificate for any expenses caused by the certification authority's development work.

The certification authority is not responsible for errors in the online service or applications intended for the certificate holder and organisations and based on a certificate or for any expenses resulting from them.

The certification authority is not liable for any damage caused by the conduct of the certificate holder or the party using the certificate system in violation of the law, the certificate policy, certification practice statement or other instructions.

Force majeure

The certification authority is not liable for any damages caused by force majeure.

Such force majeure may be, for example: strike, fire, war, insurrection, riot, backlog, currency restrictions, action by a public authority, statutory or regulatory provisions, interference with public communications, or any other cause of equivalent importance and unusual nature beyond the control of the certification authority.

Revocation/invalidation of certificates on ID cards for regulated social welfare and healthcare professionals

Certificates on the professional ID card are revoked by calling the revocation service 0800 162 622 (free when calls are made in Finland). If you are calling from abroad, the number is +358 800 162 622 (charges made by the local operator will be payable).

A certificate revocation request can be made by:

- the health and social care professional whose certificate it is, or his/her legal representative;
- the certification authority if the conditions mentioned below are met. A certificate can be revoked:
- upon the certificate holder's request
- if the certificate holder's registered practice right is revoked
- if the ID card is lost, stolen or damaged
- if the PIN code and the ID card are lost or stolen
- upon death of the certificate holder.

The certificate holder must immediately request the revocation of their certificate by contacting the revocation service if the above-mentioned conditions for revoking the certificate are met.

No attempt must be made to use the certificate after the revocation request has been made.

The certification authority may revoke a health and social care professional's certificate, if the certificate is used in a way that violates the certification practice statement, the act on the electronic processing of client data in social and health care or the act on electronic prescriptions or associated regulations, requirements or guidelines.

The Digital and Population Data Services Agency will revoke a certificate it has issued if an error is found in its data content.

The Digital and Population Data Services Agency may revoke certificates signed with its private key if there is reason to believe that the Agency’s private keys have become disclosed to or accessed by unauthorised parties.

All certificates that are valid and have been granted with the exposed key must be closed on one or several revocation lists whose validity period does not expire until the validity of the last revoked certificate has expired.

If the private key used by the Digital and Population Data Services Agency when creating the certificate or another technical method has been disclosed or otherwise become unusable, the Agency must duly notify all cardholders and the supervisory authority (the Finnish Transport and Communications Agency Traficom).

The Digital and Population Data Services Agency may also revoke a certificate for other special reasons.

Notifying users of the processing of their data

The handling of private information in the certification authority's systems is subject to the provisions of the law on the handling of private information and the protection of privacy, including Act on the Population Information System and the Certificate Services of the Digital and Population Data Services Agency (661/2009), EU's General Data Protection Regulation (679/2016) and the Data Protection Act (1050/2018). The handling of public information in the certification authority's systems is subject to the provisions of the Act on the Openness of Government Activities (621/1999). The certification authority ensures that private information handled in its systems is protected against unauthorised access. Information can be disclosed to authorities on the basis of acts, decrees and associated regulations.

The person’s unique identifier and other information provided in the application are stored in the DVV certificate system. The authentication certificates and person’s unique identifier on the professional ID card are also stored in the DVV public directory (https://dvv.fi/en/certificate-directory). Anybody has the right to access information contained in a public directory, as laid down in the Act on the Openness of Government Activities. The data archiving period is the card's validity period + 5 years.

Controller and statements

Personal data contained in the Professional Card are collected in the following systems: The Population Information System, the certificate information system, the appointment system, the revocation list, the National Supervisory Authority for Welfare and the central register of health care professionals, Terhikki, and the register of social welfare professionals, Suosikki, which are kept by the National Supervisory Authority for Welfare and Health (Valvira). The controllers of the Population Information System are DVV and the State Department of Åland; for the certificate system, appointment system and revocation list, the controller is DVV; for the central register of health care professionals (Terhikki) and the central register of social welfare professionals (Suosikki), the controller is Valvira.

In accordance with the Data Protection Act, statements on the registers have been prepared and can be viewed at https://dvv.fi/en/privacy-statements.

The DVV services and registers' privacy statements detail how, where and why personal data is processed.

Certificate data content

The following data are saved on the professional ID certificate issued by the Digital and Population Data Services Agency:

- Certificate holder’s registration number
- Certificate holder’s unique identifier (formerly SV number)
- Certificate serial number
- First and last name of the certificate holder
- Certificate holder's professional title
- UPN field

- Certificate period of validity

For more detailed technical specifications of the data content of certificates, visit https://dvv.fi/en/fineid-specifications.

The details of the certificate and their correctness are confirmed with the electronic signature of the certification authority.

Professional certificates (authentication) are published in a publicly available public directory. Signature certificates are not published in a directory.

Implementation of the right of inspection of personal data and rectification in accordance with data protection legislation

DVV, in its role as controller and certificate authority, has the legal right to process the data of the data subject. The person who submitted the certification application, i.e. the data subject, has the right of inspection of personal data and the possibility to rectify the error mentioned in this section.

The right of data subjects to check their own register data and the data subject's right to prohibit the controller from processing their register data as well as the rectification of an error are provided for in Regulation (EU) No 2016/679 of the European Parliament and of the Council (General Data Protection Regulation) repealing Directive 95/46/EC, the Data Protection Act (1050/2018) and the Act on the Population Information System and the Certificate Services of the Digital and Population Data Services Agency (661/2009), regarding the protection of natural persons in the processing of personal data and the free movement of such data. The requests for accessing data and rectification made in accordance with the Data Protection Act and the Personal Data Act must be submitted to the controller of the register concerned.

Responsibility of the controller and processing of personal data

The handling of private information in the CA's systems is subject to the provisions of the law on the handling of private information and the protection of privacy. The handling of public information in the certification authority's systems is subject to the provisions of the Act on the Openness of Government Activities (621/1999). The certification authority ensures that private information handled in its systems is protected against unauthorised access. Information can be disclosed to authorities on the basis of acts, decrees and associated regulations.

Additional information related to the professional ID card

For more information about the professional ID card application process, go to https://dvv.fi/en/regulated-social-welfare-and-healthcare-professionals

Certificate policy documents concerning the professional ID card can be found at https://dvv.fi/en/certificate-policy

Certificate services 27.11.2024

Identification principles of the Digital and Population Data Services Agency can be found at https://dvv.fi/en/certificates

You can download the software for changing PIN codes and releasing locked PIN numbers (mPollux DigiSign Client) free of charge at https://dvv.fi/en/card-reader-software

Decision and guidelines for claiming a revised decision

An organisational card issued in the Digital and Population Data Services Agency is an indication of a positive administrative decision, and the rejection of an application for an organisational card is an indication of a negative administrative decision. The instructions for claiming a revised decision are attached to the Agency's decision.

If you are dissatisfied with the Agency's decision, you may request a revised decision from the Digital and Population Data Services Agency. A claim for a revised decision to the Agency must be made in writing. The claim for a revised decision may be free-form but it must include the matters and appendices mentioned in the instructions for revised decisions.

On the basis of the certificate service agreements of health and social care, disputes concerning the agreement that cannot be settled in negotiations between the Parties will be handled in the Helsinki District Court in Finnish. Within the central government, disputes are resolved through negotiations between the top management of the Parties.