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National Police Board of Finland
Digital and Population Data Services Agency

Identity Card and Citizen Certificate - Responsibilities and terms and conditions of use

General

The main purpose of the identity card is to prove the holder's identity. Finnish citizens can also use the identity card as a travel document when travelling to the European Union member countries, Liechtenstein, San Marino and Switzerland.

The identity card has a technical part, which contains the cardholder's citizen certificate, personal data and, if the card also serves as a travel document, a photograph of the cardholder's face and the cardholder's fingerprints. The citizen certificate can be used for personal authentication, encryption and electronic signing. The two signature certificates stored in the citizen certificate meet the requirements concerning approved certificates under the Act on Strong Electronic Identification and Electronic Signatures (617/2009).

The authentication and encryption certificate is a token that meets high-level requirements. The Digital and Population Data Services Agency guarantees the correctness of electronic identity.

The identity card remains valid for a maximum of five years.

A foreigner's identity card is issued for five years; however, its period of validity may not exceed the period of validity of the applicant's residence permit or residence card.

A person liable to complete his/her military service may be issued with an identity card that is valid at the most until the end of the year in which the person in question turns 28, unless he/she can prove that the fulfilment of the national defence obligation is not an obstacle to the issuing of the identity card for a longer period, or unless other particularly weighty reasons exist to do so. In certain cases specified in the Identity Card Act (section 17), the identity card may be issued for a period shorter than five years. Acting as the certification authority, the Digital and Population Data Services Agency uses an electronic Unique Identification Number (SATU) to identify the certificate holder. This identifier is also a part of the certificate data content.

Using the identity card as a travel document or as proof of identity does not require activation of the Citizen Certificate.

Applying for an identity card

You can submit an application for an identity card in the police e-services, at a police licence services point, or in any of the Finnish missions listed on the website of the Ministry for Foreign Affairs of Finland.



If a guardian applies for an identity card for a person in their care, the guardian must also visit the licence services point in order for the application to be finalised. The application for an identity card for a minor/temporary identity card must be submitted to the police by the applicant themselves. These documents cannot be issued by Finnish missions abroad. In addition, foreigner identity cards may not be issued by Finnish missions abroad.

When you submit the application in person, your identity is verified by means of a valid passport or an identity card. The police are able to identify your identity without these documents but it may take more time.

In the police e-services, you are identified with the help of strong electronic identification when you submit an application. The application is not always enough and you may also have to visit a police licence services point for identification before the application can be processed. When you are filling out the application, the system will notify you whether an identification visit is necessary.

If you submit your application online, you should pay for it using online banking services. If you do not pay for your application, it cannot be processed and it will not go any further.

You do not need to visit the authority's service point in person if you submit the application for an identity card electronically and if:

1. you have been issued a Finnish citizen's identity card or passport or a foreigner identity card within a six year period before the submitting of the identity card application, and you have visited the authority in person when applying for the identity card or passport;
2. you were aged 12 years or over when the document was issued; and
3. you have given a specimen signature for an identity card or passport or a foreigner's identity card during the six year period before the submitting of the identity card application, and your first or last name has not changed since that date.

However, the applicant has to visit the authority in person if this is necessary in order to establish his or her identity or to provide a new specimen signature, or for some other specific reason.

You can collect the identity card from the agreed collection point. You will be notified of the arrival of the card by a text message, by email or by letter.

The letter containing the activation PIN for the citizen certificate will be delivered to your home address within two weeks of the submitting of the application.

Activating the citizen certificate

Before you can use the identity card in e-services, you must activate the citizen certificate stored in the card with the activation PIN. In addition to the identity card and the activation PIN, you also need a computer, a card reader and card reader software to activate the certificate. The citizen certificate is activated with the mPollux DigiSign Client card reader software, which can be downloaded from <https://dvv.fi/en/download-card-reader-software>. We recommend that you use the most recent version of the card reader software.





The card reader software will start the activation process automatically when you put the identity card into the card reader for the first time. Using the activation PIN, you can create two personal PIN codes (basic PIN and signature PIN).

After completing the activation process, you can start using your identity card in e-services. With the basic PIN, you can control the identity card maintenance and the electronic identification. With the signature PIN, you can create an electronic signature.

You can find detailed instructions for enabling the citizen certificate on the DVV website at <https://dvv.fi/en/activation-of-the-citizen-certificate>.

For advice on certificate-related matters in Finnish, Swedish or English, call 0600 96160 (+ local network/mobile call rate). The helpline is open from Monday to Friday between 8:00am and 9:00pm, and on Saturdays between 9:00am and 3:00pm. The helpline is closed on Sundays and public holidays. You can also submit your questions electronically at <https://www.kansalaisneuvonta.fi/en-US>.

Managing the pin codes

You can find instructions for resetting a locked PIN code and changing a PIN code on the DVV website at <https://dvv.fi/en/citizen-certificate-managing-pin-codes>. If you have lost your activation PIN code, you can order a new code from a police licence services point or a Finnish mission abroad listed on the Ministry for Foreign Affairs website. Please note that you must visit the services point in person.

Renewing your identity card

The procedure for renewing an identity card is the same as the procedure for applying the card. You may only hold one valid identity card at a time.

Responsibility for the use of the identity card

The identity card and its activation PIN may only be used by the card holder or the person authorised by the card holder.

To terminate your responsibility for a lost identity card or for its unauthorised use, you should immediately call the general revocation service at 0800 162 622 (free of charge, if you are calling from Finland). When calling from abroad, dial +358 800 162 622 (+ local operator charges). The revocation service is available 24 hours a day every day of the week.

Your responsibility for the citizen certificate stored in your identity card ends after you have given the details necessary for revoking the certificate to the revocation service and you have received a revocation notice from the official receiving the call. You should make the revocation request immediately after you have noticed the reason for making the request. The notification can also be made by another person, in which case the caller's identity and connection with the identity card holder must be ascertained. The details required for the verification of your identity are checked when you make the revocation notification. With your consent, the official receiving your revocation notification checks your personal details from the Population Information System.





You must take care of your identity card in accordance with these terms and conditions of use and the approved certificate policy, which is publicly available. You must keep your identity 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 liability arising from use of the identity card.

Liability of the holder of the citizen certificate stored on the identity card

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

The identity card holder is responsible for ensuring that the information submitted to the certification authority and the registration authority as part of the citizen certificate application is correct.

The rights and obligations of the citizen certificate applicant can be viewed in the general instructions of use and terms and conditions of use before the signing of the citizen certificate application. The rights and obligations of both parties are detailed in the instructions of use and the terms of use. By submitting your application for a citizen certificate, you also accept the general terms and conditions of use and undertake to use the certificates in accordance with the instructions.

It is clearly stated in the application document and the instructions of use that by signing the application, the citizen certificate applicant confirms the correctness of the information provided and approves the creation of the certificate and its publication in a public directory. By signing the application, the applicant also accepts the rules and terms concerning the use of the citizen certificate and undertakes to keep the citizen certificate and the activation PIN codes in a safe place and to report any misuse or loss of the certificates/identity card. The citizen certificate holder may only use the citizen certificate for its intended purposes.

The citizen certificate contains personal data in standard format. It serves as the electronic identity of its holder and may not be given to another person to use.

The citizen certificate holder is responsible for the use of the certificate, for the legal actions taken with it and the financial consequences of the legal actions.

When leaving a computer, you must remove the identity card from the card reader and close all applications.

Digital and Population Data Services Agency liability

Digital and Population Data Services Agency liability for the provision of certificate services is stipulated in accordance with the Act on Strong Electronic Identification and Electronic Trust Services (617/2009). Where applicable, the Tort Liability Act (412/1974) applies.

The Digital and Population Data Services Agency is responsible for ensuring that the citizen 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 Trust Services, the Act on Electronic Services and Communication in the Public Sector, the certificate policy and the certification practice statement as well as according to the data provided by the certificate applicant. The Digital and Population Data Services Agency is only responsible for the data that it has stored in the citizen certificate.

The Digital and Population Data Services Agency is responsible for ensuring that, when used appropriately, the citizen certificate can be used for its entire period of validity from the moment it is transferred, unless it has been placed on the revocation list. The citizen certificate has been given to a person identified in a manner required for citizen certificates.

The Digital and Population Data Services Agency is responsible for the functioning of the equipment and software of the certificate system. The certification authority is responsible for including the right person's citizen certificate on the revocation list and for ensuring that the certificate appears on the revocation list in the time specified in the certification practice statement.

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

The Digital and Population Data Services Agency shall not be liable for any damage caused by the disclosure of a private key of a certificate holder unless it is a direct consequence of the Digital and Population Data Services Agency's actions.

The maximum extent of the Digital and Population Data Services Agency's liability to the certificate holder and a party trusting it is for any direct damage caused as a direct consequence of the Digital and Population Data Service Agency's actions.

The Digital and Population Data Services Agency shall not be liable for any indirect or consequential damage caused to the certificate holder. In addition, the Digital and Population Data Services Agency shall not be liable for the indirect or consequential damage suffered by a party trusting the certificate or by another contractual partner of the certificate holder.

A party trusting a citizen certificate cannot fully trust it or the correctness of the electronic signature if the validity of the citizen certificate has not been checked on the revocation list. Approval of the citizen certificate in the aforementioned cases releases the Digital and Population Data Services Agency from liability. A party trusting a citizen certificate shall verify that the certificate granted corresponds to its intended use in the legal action in which it is used.

The certification authority has the right to interrupt the service to perform modifications 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. The citizen certificate holder or a party trusting a citizen certificate is responsible for their own expenses arising from this, and the certification authority does not have any obligation to compensate the certificate holder or a party trusting the certificate for the expenses resulting from such development work performed by the certification authority.





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

The Digital and Population Data Services Agency is not responsible for the functioning of public telecommunications or information networks, such as the Internet, and it shall not be liable for situations in which the execution of a legal act is prevented due to the failure of a device or software used by the holder of the citizen certificate or in cases where the certificate is used in violation of its intended use.

Force majeure

The Digital and Population Data Services Agency is not liable for damages arising from cases of force majeure or from unreasonable interference with the operations of the Digital and Population Data Services Agency for similar reasons.

Such force majeure includes but is not limited to: actions taken by the authorities; war or threat thereof; rebellion or riot; problems with mail delivery not arising from the Digital and Population Data Services Agency; interruption in automatic data processing, data transfer, other electronic communications or power supply; interruptions caused by a fire or other accidents; delays in the operations of the Digital and Population Data Services Agency; disclosure of the private keys used by the Digital and Population Data Services Agency or threat thereof; or industrial action, such as strike, lockout, boycott or embargo even in cases where it does not directly involve the Digital and Population Data Services Agency. Force majeure entitles the Digital and Population Data Services Agency to suspend operations until further notice.

Preventing use of the identity card and the certificates stored in it

As a rule, the identity card holder is responsible for deciding how to prevent card use before the card expires. There are a number of ways to prevent use of the identity card and the certificates stored in it:

1. Cancellation of an ID card

The police will cancel an ID card upon the card holder's request. An identity card issued to a minor is also cancelled if the guardian revokes his/her consent. An identity card is cancelled if it is lost or stolen. An identity card may be cancelled if it is damaged, has been altered, or is illegally used by outsiders. An identity card may also be cancelled if the information intended to be stored in the citizen certificate has been changed. A foreigner's identity card is cancelled if the card holder's residence permit or residence card or the registration of his/her right of residence is cancelled, the card holder is deported from Finland or the card holder no longer has a home municipality in Finland. The police will request the revocation service to revoke the citizen certificates stored in the cancelled identity card.

If the identity card holder wants the citizen certificate to be revoked before cancellation, they must contact the revocation service in person.





2. Preventing use of the identity card and the certificates stored in it by other means

Preventing use of the certificates

The card holder is responsible for requesting revocation of the citizen certificate. The citizen certificate may be entered on the revocation list at the card holder's request, in which case the citizen certificates issued by the Digital and Population Data Services Agency for electronic services may no longer be used. Any other applications stored in the card platform can still be used in accordance with their intended purpose. The identity card may still be used as proof of identity and a Finnish national's travel document after the revocation of the citizen certificate.

You can revoke the citizen certificate by contacting the revocation service (the phone number is given above). The notification can also be made by another person, in which case the caller's identity and connection with the identity card holder must be ascertained. The person making the revocation request is notified of the successful completion of the revocation process during the call. The identity card holder's responsibility for the use of the certificate ends at the same moment. A revoked certificate cannot be reinstated.

Invalidating the identity card

The cover letter accompanying the identity card contains instructions for invalidating an expired card. The card holder may, however, use a card invalidated in accordance with these instructions in e-services to access documents and files encrypted using the card's certificate.

Certificate invalidation by the Digital and Population Data Services Agency

The Digital and Population Data Services Agency revokes a citizen certificate belonging to a deceased person upon receiving the notice of death. The deceased certificate holder's beneficiaries will be notified of the revocation by the Digital and Population Data Services Agency.

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 been disclosed to or accessed by unauthorised parties.

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

All citizen certificates that are valid and have been issued with the disclosed key must be revoked on one or more revocation lists, and the validity of these lists only expires when the validity of the last revoked citizen certificate has expired.

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





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

Notifying users of the processing of their data

Legislation on the processing of personal data and privacy is observed in the processing of data. Such legislation includes the General Data Protection Regulation (EU) 2016/679 and Data Protection Act (1050/2018).

Personal data files and the processing of personal data are based on the Act on the Processing of Personal Data by the Police (616/2019), Identity Card Act (663/2016), and the Act on the Population Information System and the Certificate Services of the Digital and Population Data Services Agency (661/2009). The electronic client identifier is stored in the Population Information System and the other information given in the application are stored in the Data System for Administrative Matters. The acts referred to above also contain provisions on disclosing information contained in the registers. The certificates and the electronic client identifier contained in the identity card are also stored in a public 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 (621/1999).

Controller and privacy statements

Personal data stored in the identity card is stored in the following systems: Data System for Administrative Matters, certificate system, public directory service, and the Population Information System. The National Police Board of Finland serves as the controller for the Data System for Administrative Matters, while the Digital and Population Data Services Agency serves as the controller for other systems. Privacy statements compliant with the Data Protection Act can be viewed at police departments and the Digital and Population Data Services Agency. Privacy statements stating the purposes for processing personal data can also be found on the Finnish Police website at (www.poliisi.fi: About the police - Data protection and processing of personal data - Privacy statements and forms). Digital and Population Data Services Agency privacy statements can also be viewed online at: <https://dvv.fi/en/privacy-statements>

Certificate data content

The following information is stored in the certificate issued by the Digital and Population Data Services Agency for electronic services: name of the certification authority issuing the certificate; name of the certificate holder; electronic Unique Identification Number of the certificate holder; validity of the certificate; details of the calculation method used to create the certificate holder's public key; country code of the certification authority; certificate serial number; details of the calculation method used by the certification authority in the certificate signature; details of the certificate policy applied; details of the intended purpose of the certificate; and other technical information required for use of the certificate. The details of the certificate and their correctness are confirmed with the electronic signature of the certification authority. The Digital and Population Data Services Agency publishes the issued certificates in a public directory.





The applicant for an identity card may store the email address in the certificate and the Population Information System. The email address is entered in the certificate and the Population Information System in the form given by the applicant. The email address contained in the citizen certificate is stored in a public directory in the same manner as the other data content of the citizen certificate. This means that the email is accessible to anybody. The email address cannot be changed during the validity of the citizen certificate.

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

The right of data subjects to inspect their own register data, prohibit the controller from processing their register data and rectify any errors 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 Certificate Services Provided by 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 must be submitted to the controller of the register concerned.

Responsibilities of the controller and processing personal data

The controller is responsible for ensuring that when an identity card is used, the data stored in the registers referred to above is only used for the purposes concerning the service in question.

No information concerning use of the public directory maintained by the Digital and Population Data Services Agency is stored in the directory. Certificate system data may, however, be used as quantitative data for such purposes as statistical research and accounting. This data is not disclosed to third parties.

Additional information on identity cards

- For more information on the identity card application process, visit <https://po-liisi.fi/en/how-to-apply-for-an-identity-card>
- Additional information related to the identity card citizen certificate and electronic transactions can be found on the Digital and Population Data Services Agency website:
 - Certificate policy documents concerning the citizen identity card can be found at <https://dvv.fi/en/certificate-policy>
 - The identification principles of the Digital and Population Data Services Agency can be found at <https://dvv.fi/en/citizen-certificate-and-electronic-identity>





- The software for changing PIN codes and releasing locked PIN numbers (mPollux DigiSign Client) can be downloaded free of charge at <https://dvv.fi/en/card-reader-software>

Appeal and dispute resolution

An issued personal identity card is proof of a positive administrative decision. Under section 20 of the Identity Card Act, no separate administrative decision or appeal instructions are issued to the applicant if the identity card is issued in accordance with the application. Appeal instructions are issued to the applicant in connection with a negative administrative decision (i.e. when an identity card is not issued upon application). A party not satisfied with the decision may appeal it by filing a written appeal with an administrative court. The appeal must be filed with the administrative court in whose jurisdiction the police department is located. The police departments record the data of the administrative court of their area in a document if the client wishes to appeal the administrative decision. The period of appeal starts when the appeal instructions have been appended to the decision and served to the client.

