

Information on cross-border electronic prescriptions in Finland

Brief outline of the service and the data it processes

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1 Filling a prescription at a pharmacy in Finland

You can buy prescription medicines from Finnish pharmacies with an electronic prescription from another European country. Prescription data is collected from your country of residence to fill the prescription. Once the prescription is filled, information on the medication supplied is sent to your country of residence. Your data is exchanged in electronic form, independently of time and place and in accordance with your wishes and rights.

Your data will be transferred and can be viewed using the secure connection provided by the national contact point for electronic health services designated by each country. Finland's national contact point for electronic health services is at Kela, the Social Insurance Institution of Finland. Kela maintains Finland's national contact point and is responsible for ensuring that data processing is reliable and secure.

Each organisation that has been designated as a national contact point for electronic health services is responsible as the data processor for collecting, storing and transferring data and for other processing activities.

In Finland your data is saved, transferred and stored in accordance with the EU Data Protection Regulation and Finnish legislation ([the Electronic Prescriptions Act \[Laki sähköisestä lääkemääräyksestä \(61/2007\)\]](#)).

2 What kinds of data about you are processed?

Electronic prescriptions and delivery information

A list of the prescriptions being filled for you is sent from your country of residence to the Finnish pharmacy, along with the details of the prescription medicines you wish to buy.

The electronic prescription contains essentially the same information as a normal paper prescription: the identification of the doctor and patient and the medication prescribed. This information is available if your personal data is already registered in electronic form in your country of residence. When you are issued with medication on the basis of an electronic prescription the medicine delivery information is also processed.

3 On what grounds are your data processed?

Your data is disclosed to the pharmacy in accordance with Section 23a of the Electronic Prescriptions Act (61/2007). At your request the pharmacy may obtain your prescription data to deliver the medicine. The pharmacy receives information on all electronic prescriptions filled through the national contact point.

Your data is processed and stored at Finnish pharmacies in the manner authorised under [the EU Data Protection Regulation](#), Finnish national legislation and pharmacy delivery procedures.

4 What is your data processed for?

Your data are processed only for the purposes of delivering your medicines.

In Finland your data may also be used to investigate and resolve technical problems, and to monitor service provision. For these secondary purposes, the Act requires the bodies processing the data to ensure adequate data protection.

5 Who can process your data?

In Finland, only authorised, identified pharmaceutical personnel bound by confidentiality legislation and involved in the supply of medicine have access to personal data. Rules on the confidentiality obligation of healthcare professionals are laid down in the [Act on Healthcare Professionals](#) (559/1994, Section 17). Your data is not made available to unauthorised persons.

When your data is retrieved from your country of residence to a Finnish pharmacy, the responsibility for correctly processing it is also transferred to Finland. The parties responsible are:

- The national contact point for electronic health services in your country of residence from where your data came
- Finland's national contact point
- The pharmacy where you bought the medicine

Your prescription delivery information is transferred to your own country via a secure connection provided by the national contact points.

6 What kinds of data about you are processed?

When you get medicines in Finland that were prescribed for you in your own country, the following data may be processed:

- A list of your valid prescriptions
- Details of the prescription containing the medication you wish to buy

The list of prescriptions may also include medicines not available on prescription in Finland.

The pharmacy transfers the delivery information to your country of residence via the national contact points. Delivery information includes the trade name of the preparation in Finland, the strength of the medicine and the quantity supplied, the date and the pharmacy supplying the medicine.

7 Where and for how long is your data stored?

Your data may be stored in the data systems of pharmacies which process data. Data may be stored only as long as is necessary according to their use. The pharmacy keeps lists of filled prescriptions for five years. This right is based on Section 57a of the Medicines Act (395/1987).



Log data concerning the processing of your data is kept by Kela for 12 years in accordance with the provisions of the Ministry of Social Affairs and Health Decree on electronic prescriptions (485/2008).

8 Your rights

You have the right to request log data from Kela and information on who has processed prescription information and the reason for processing it.

You also have the right to submit a complaint to the supervisory authority in either your country of residence or in Finland, depending on your situation. In Finland the supervisory authority is the Finnish Data Protection Ombudsman.

Contact details of the supervisory authorities in each Member State can be found at https://edpb.europa.eu/about-edpb/board/members_en.

9 Contact

- Controller for the Prescription Centre and Finland's national contact point: [Kela](#)
- Body responsible for data protection in Finland: [Data protection controller of Kela's Kanta Service](#)
- Supervisory authority in Finland: [Office of the Data Protection Ombudsman](#)

