

LIST OF PRICES

1 Services provided free of charge

Documents and information provided free of charge

Information is provided free of charge in the following cases:

- information about a document is provided orally
- a document is released for perusal or copying on the premises of a government authority
- an electronic document is transmitted by email
- a document must be released under a government authority's statutory obligation to provide guidance, information or an opportunity to be heard
- a customer or a government authority has a right specified in law to obtain such information free of charge
- information is released for a purpose that directly contributes to Kela's operations.

For information to be provided free of charge, it must be possible to identify and retrieve the relevant record from the document management system or other application by means of a classification system, document identifier or search function.

Right of access to one's personal information

In order to comply with the right of data subjects under Article 15 of the EU General Data Protection Regulation to access their personal data, customers are, as a rule, provided information, copies and printouts of their personal records free of charge. If a customer's requests are manifestly unfounded or unreasonable, especially if they are made repeatedly, a reasonable fee may be charged for the information, copies or printouts, taking into account the administrative cost of providing the information or messages. In order to provide customers with the kind of access to information referred to in section 12 of the Act on the Openness of Government Activities, each customer can request their personal information free of charge once a year.

Photocopies, publications and other reproductions, and the transmission and mailing of documentary material

As a general rule, Kela does not charge a fee for copies or other reproductions of documents. Kela also does not charge a fee for the transmission or mailing of the kind of documentary material referred to above. As an exception, a fee will be charged if a customer requests a considerable number of copies or requests Kela to send a considerable amount of documentary material. This fee will be individually calculated and communicated to the person requesting the material.

2 Services subject to a fee

2.1 Services under public law that are charged at cost price Documents and information subject to a fee

Information that cannot be released before specific measures are taken

The fee charged for the provision of this kind of information is proportional to the time needed to retrieve the information:

Price of information retrieval:

- depending on the organisational unit, EUR 85–111 for each full or partial hour

Situations requiring specific measures are such where a document cannot be retrieved by regular means. If the document requested is extensive or if various segments of the document contain confidential information, creating a releasable document may require extra work. Situations where extensive effort is required to retrieve, screen, combine or print out the information are also considered as situations that require specific measures.

If the requested information is provided in an expedited manner, the basic fee calculated on a scale can be doubled. A fixed fee calculated on a scale as above is also applied to information provided orally if retrieving it requires specific measures to be taken, to documents released for perusal or reproduction on the premises of a government authority and to information transmitted by email.

Data requests

Kela may release data concerning benefits or data stored in the Kanta Services for use in research that meets the criteria for scientific study. Starting from 1 April 2020, these kinds of data can also be released for purposes defined in the data permits or data request decisions issued by the Finnish Social and Health Data Permit Authority Findata. Provisions on the purposes for which the data may be used are set out in Acts of Parliament, including the Act on the Secondary Use of Health and Social Data (2019/522).

Where the provision of data for research purposes is carried out in two parts, each is priced separately:

A) Data permits

Prices for data permits:

- A new research permit or a permit covering a large dataset: **EUR 1,000**.
- As above, but the permit is related to a thesis: **EUR 150**
- An extension of a permit or the addition of new members to the research team: **EUR 300**.

The prices have been calculated on the basis of the time reports filed by the request reviewer over a period of 12 months and the number of data requests reviewed. The price includes the work required to process the request and general administrative costs that cannot be allocated to individual requests.

The same fees apply whether a permit is granted or denied.

B) Production of datasets and statistical data

Prices for datasets and statistical data:

- EUR 128 for each full or partial hour

Statements submitted to the Pharmaceuticals Pricing Board

The prices charged for statements submitted to the Pharmaceuticals Pricing Board under chapter 6 section 11(1) and chapter 6 section 13 of the Health Insurance Act (1224/2004) are set out in a separate decision.

Value added tax

No value added tax is levied on services provided under public law.

2.2 Other services**Statistics, guidelines, publications and other information produced to order for third parties**

- Depending on the organisational unit, EUR 85–111 for each full or partial hour plus any individual expenses

Pension-related service provided on the basis of a contractual arrangement with the Finnish Centre for Pensions

- Depending on the organisational unit, EUR 63–66 for each full or partial hour plus any individual expenses

EESSI server fees

- Kela's IT Services has issued a separate decision on EESSI server fees.

Services based on a contractual arrangement with the Province of Åland

The cost price is based on the benefit-related unit prices derived from the activity-based costing system and on benefit items and communications for which there is statistical data.

Services, reports and studies produced to order or by commission other than those mentioned in section 1 above

- Depending on the organisational unit, EUR 85–111 for each full or partial hour plus any individual expenses

Training (other than internal staff training)

- Depending on the organisational unit, EUR 85–111 for each full or partial hour plus any individual expenses

The sale of information systems, tools, software or the like

- As per separate agreement.

Temporary use of premises and equipment; office services

- As per separate agreement.

Comparable services and special services produced to order (other than the above)

- Depending on the organisational unit, EUR 63–138 for each full or partial hour plus any individual expenses

Value added tax

Value added tax as per the prevailing legislation is added to the invoice along with an itemisation of the amount of tax charged.

3 General principles of pricing

The listed prices are based on the cost price unless otherwise indicated. The cost price of the unit producing the service is calculated based on the amount of time expended and the average personnel, general and other specific costs.

These prices apply to data requests received on or after 1 January 2025. Kela reserves the right to update the list of prices.

For more information on this list of prices, email [sisainen.laskenta \(at\) kela.fi](mailto:sisainen.laskenta@kela.fi)