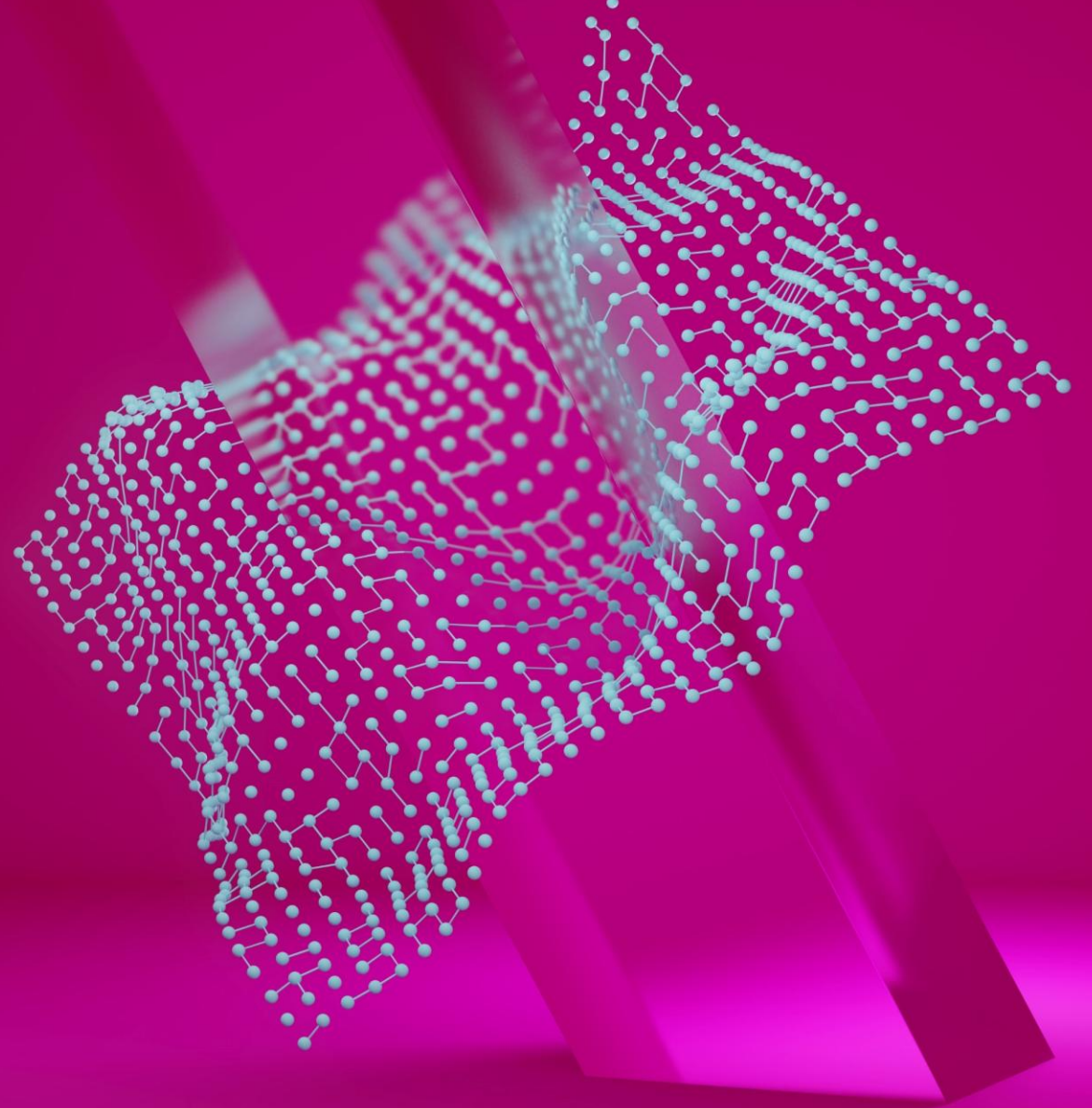


FinHITS Forum: Advisory services and Cross-border gateway

22 April 2026



Agenda

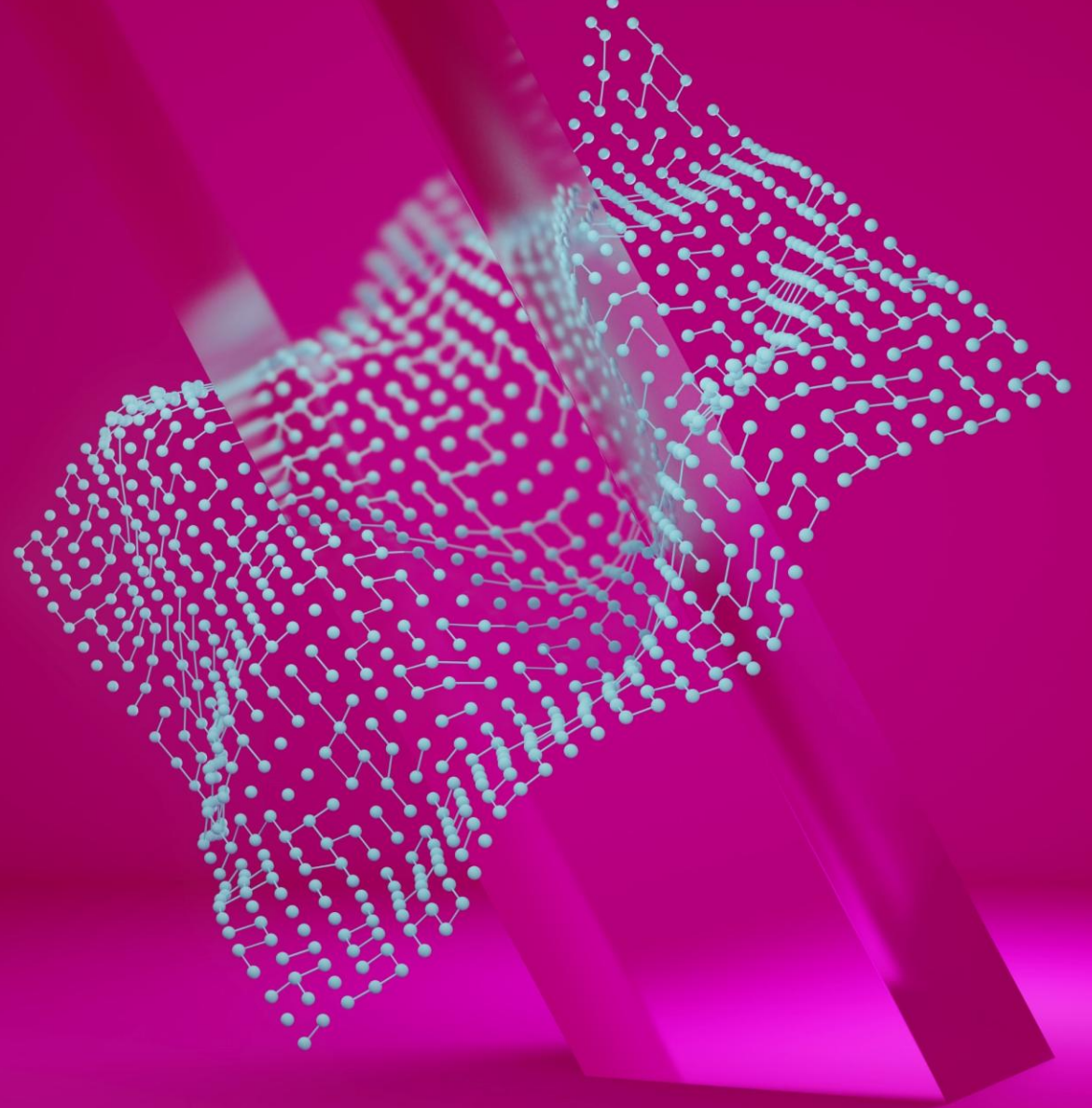
- **Development of advisory services**
 - Paula Nurmi, Senior Specialist
- **Cross-border gateway (EHDS2)**
 - Heikki Lanu, Head of Information Security

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Development of advisory services – what did we end up doing and why?

Paula Nurmi, Senior Specialist



Identified Advisory Service Challenges

- The Secondary Use Act is complex and difficult for different user groups to understand
- Differing information needs of user groups
- Limited service channels

Goals of the improvement measures

- Findata provides clear and adequate information
- Findata offers service desk services in various formats, including interactive tools tailored for different audiences
- Findata utilises AI tools to tackle simpler questions, allowing specialists to focus on more complex needs
- Findata sees an improvement in the quality of applications received, leading to faster application processing times
- Findata sees a decrease in the number of customers needing in person service, as they easily find the information they seek in a format that they prefer
- Findata can provide insights for other HDAB's setting up their services

Development measures

Chatbot Vinkkeli

- NLP-based chatbot on Findata's website
- Target audience: data users (international, domestic) and data holders
- Purpose: Helps customers locate the information they need
- Scope: The chatbot's responses are based solely on content from Findata's website
- Status: Available on website
- Feedback: Has not been used very frequently
- Challenge: Questions tend to be too complex for this type of tool
- Link: findata.fi

Finnish Social and Health Data Permit Authority Findata

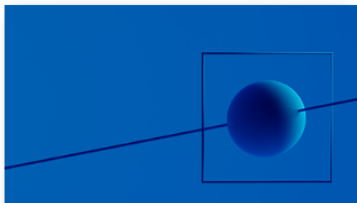
We grant permits for the secondary use of social and health care data and improve data protection for individuals. After granting the permit we compile, combine and pre-process it and offer tools for analysing.



Data sources

See which data controllers' data are available, who grants the permits and where you can find data descriptions.

DATA



Apply for a permit

Submit an application when the data needed is from several public data controllers, the private sector or from Kanta Services.

PERMITS



Information for citizens

Learn what your data is used for, what your rights under the GDPR are, and how we take care of your privacy.

YOUR RIGHTS TO YOUR DATA



Hi! How can I help you?



How do I apply for a data permit?

To apply for a data permit with Findata, you can follow these steps:

- 1. Visit the Application Assistant:** Use Findata's [Application Assistant](#) to guide you through the process.
- 2. Understand Permit Types:** Familiarize yourself with the types of permits available:

What would you like to know?



Application clinics

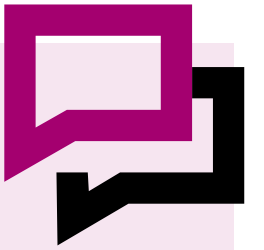
- Background: Findata has organised regular bi-monthly webinars to guide data users through the application process
- Target audience: International data users
- Format: Regular webinars in English tailored for international customers, developed to address the different information needs
- Status: Three application clinics planned, two held, one was cancelled due to low number of participants enrolled
- Feedback: Attendees have given good feedback, however attendance has been low

Links

- [Application Clinic recording \(youtube.com\)](#)
- [Sign up for next Application clinic: Regulatory changes \(lyyti.fi\)](#)

Appointment service

- Purpose: To offer the possibility to discuss questions with specialist
- Target audience: data users (domestic, international), data holders, other HDABs
- Format: Online appointments in Finnish and English, allowing direct consultations with specialists
- Status: Pilot phase in Spring 2024, with feedback collection; full service launched in Autumn 2024
- Feedback: NPS of 100 for the year 2025 (average of 57 responses)
- Usage: 130 meeting in 2025
- Benefits:
 - Improved preparation as consultation topics are specified during booking.
 - A more predictable and efficient alternative to the challenges posed by phone service.
- Link: findata.fi/booking



“The personal advisory service has worked excellently, and appointments can be booked even on short notice. Through the advisory service, it is easy to receive support and discuss topics more thoroughly than via email alone.”

“A truly effective and practical way of providing guidance. The advisor was highly knowledgeable, and booking an appointment was possible within a reasonable timeframe (a few days), which was particularly pleasing.”

Book a time for personal consultation


You can book a time for personal consultation with an expert from Findata. Appointments are available three days a week and last for 20 minutes. The meetings are held remotely via Teams.

We offer help in the following topics:

- General consultation on Findata's services
- Data permit applications, amendments, and data requests
- Extraction description form and other forms
- Ordering Findata's secure processing environment Kapseli, pausing, and data storage service

You can see the available times below.

Personal consultation
20 minutes

Your timezone: Europe/Helsinki 

Select a date

< April 2026 >

Mo	Tu	We	Th	Fr	Sa	Su
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Informational videos

- **Background:** We wanted to offer process information in video format as an alternative to written instructions, since long blocks of text can be difficult to read. A short video provides a quick overview, making it easier to understand the big picture before using more detailed instructions.
- **Target audience:** Data users, citizens (data subjects)
- **Format:** Short, visually engaging informational videos to simplify complex processes and promote understanding of the secondary use of social and health data for diverse audiences.
- **Status:** 4 videos published (from which one not disseminated yet)
- **Usage:** 3 000+ views so far

Application guidance: Explains key considerations for applicants before submission to improve application quality and reduce processing times. Explains application processing, data processing and publishing results.

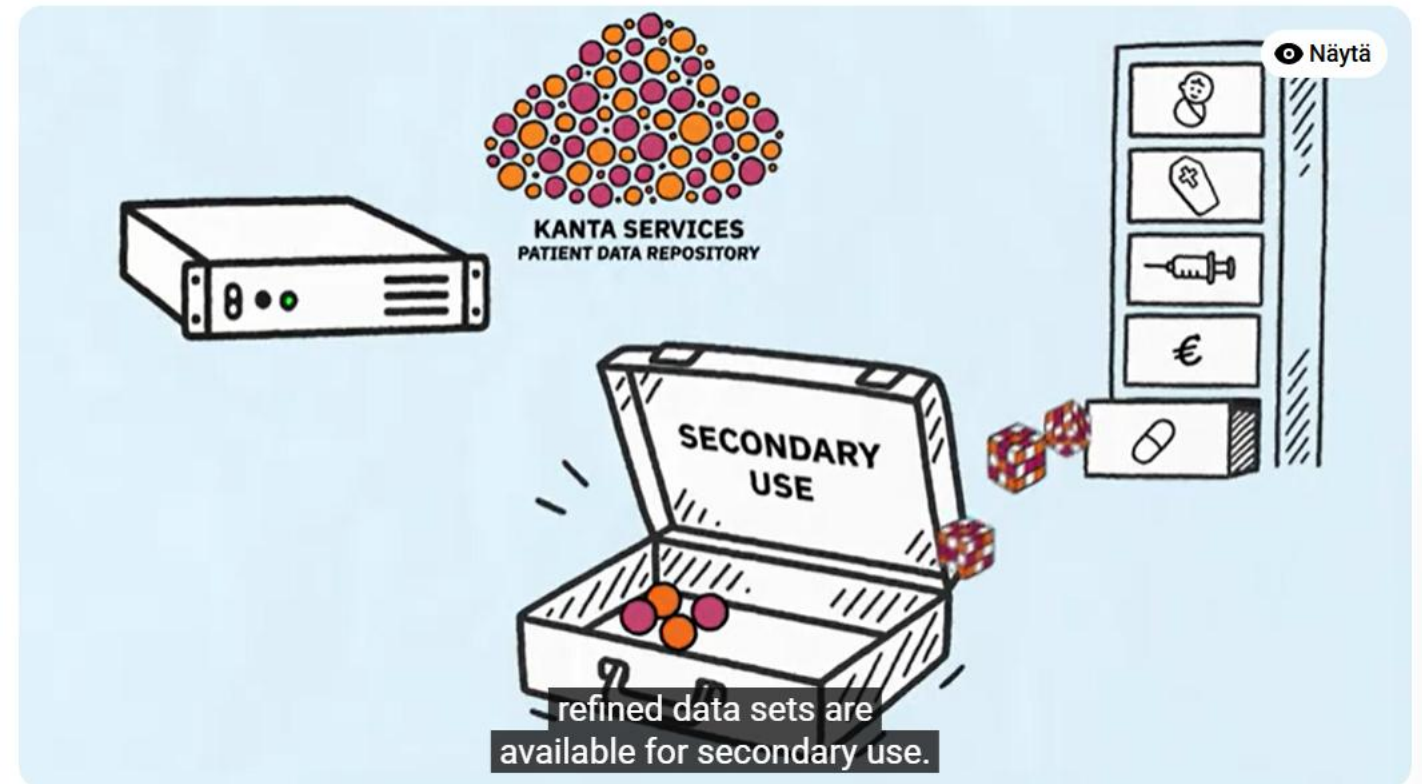
1. [How to Apply for a Data Permit – A Step-by-Step Video Guide \(youtube.com\)](#)
2. [How Findata Processes Data Permit Applications \(youtube.com\)](#)



How to Apply for a Data Permit – A Step-by-Step Video Guide

Finnish health care system overview: Provides international customers insights into available data and data holders, reducing the need for advisory services

- [The Finnish Healthcare System in 2 Minutes \(youtube.com\)](#)



The Finnish Healthcare System in 2 Minutes

Secondary use of data explained: Illustrates processes, safety measures, and data subject rights, fostering transparency and ethical justification

- In Finnish: [Miten terveystietoja käytetään tutkimuksessa? \(youtube.com\)](#)



Miten terveystietoja käytetään tutkimuksessa?

Data assistant

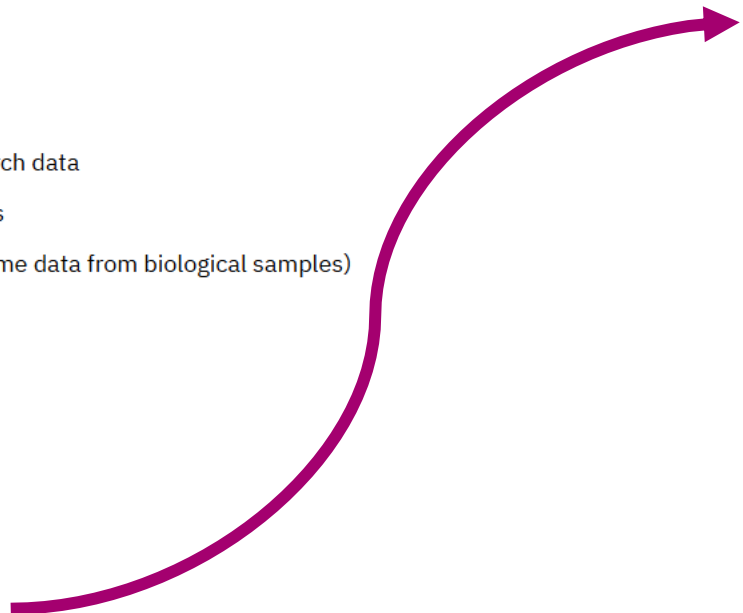
- Background: Finding relevant data sources is difficult for international customers
- Target audience: Data users
- Format: Interactive tool to help direct customers to correct data holders based on their needs
- Status: published
- Usage: ~17 000 views
- Link: findata.fi/data-assistant

1. What data do you need?

- Birth and reproductive health
- Death
- Demographic data
- Healthcare administration and professional data
- Laboratory data
- Medications
- Patient care events
- Population studies and previous research data
- Quality registers and thematic datasets
- Samples (biological samples and genome data from biological samples)
- Social care and social benefits
- Socioeconomic data
- Vaccinations

2. Do you need national or regional data?

- National
- Regional



National birth and reproductive health data

[Read more](#)

Data controller	Registers
Finnish Institute for Health and Welfare (THL)	<ul style="list-style-type: none">• Medical birth register + Small preterm infants• Congenital malformations• Induced abortions• Sterilisations• Register of primary health care visits 2011– (prenatal and postnatal care)

National laboratory data

[Read more](#)

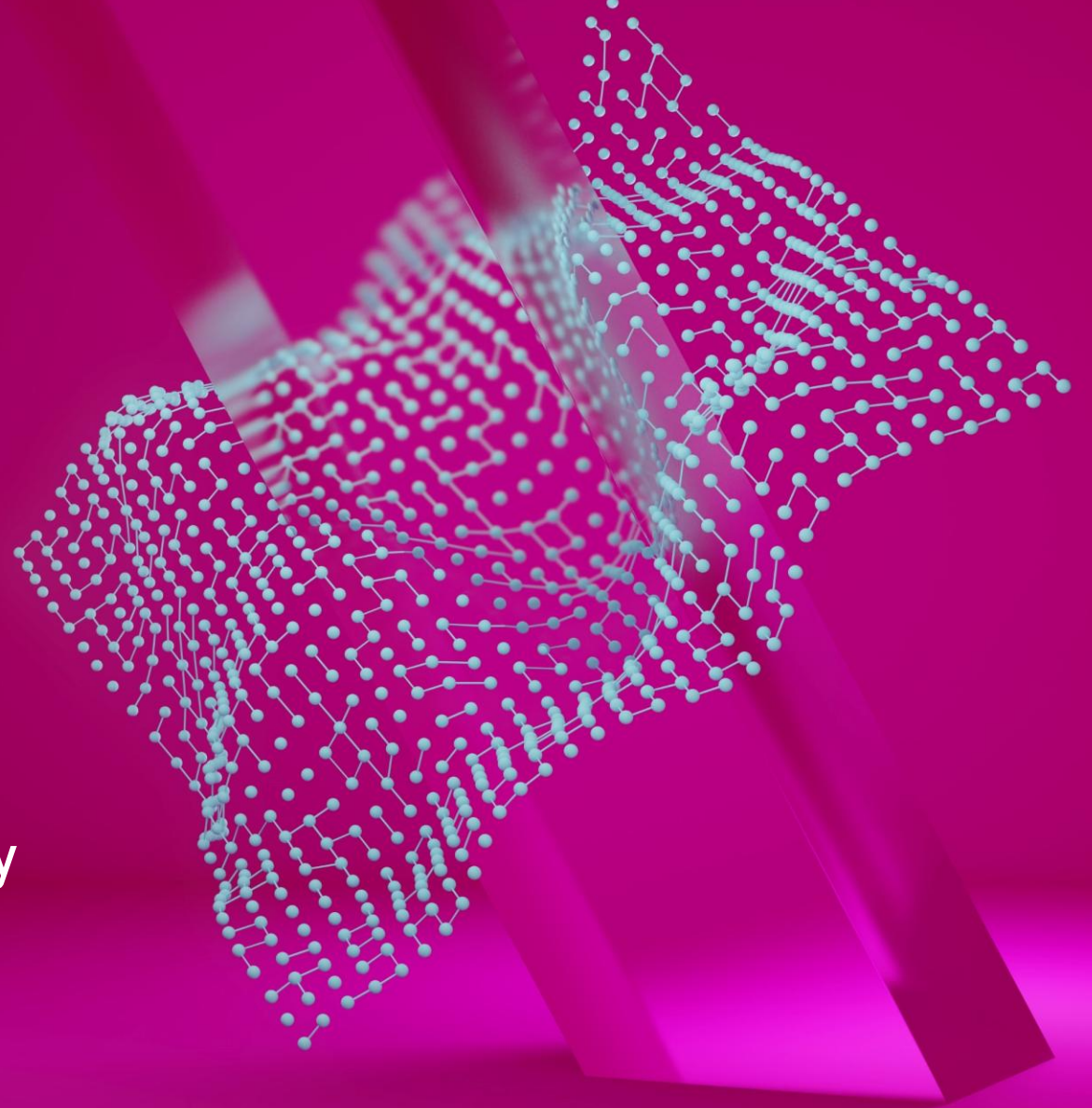
Data controller	Registers
Kanta Services	Kanta Patient Data: Key health data

Training portal

- Background: We wanted to break down a large amount of information into smaller pieces. Providing the content in training formats can help make it easier to understand.
- Target audience: Data users, data subjects
- Format: Short training modules on website
- Status: published
- Usage: ~4000 views
- Link: findata.fi/trainingportal

Cross-Border Gateway (EHDS2) – Overview and project status

Heikki Lanu, Head of Information Security



Cross-Border Gateway: Overview

What is the Cross-Border Gateway (CBG)?

- The Cross-Border Gateway (CBG) is a technical solution that connects each Member State to the European Commission's central system.
- It enables secure and structured cross-border data exchange in the context of secondary use of health data.
- The CBG acts as a national interface between Member States and the EU-level infrastructure.

Read more about the HealthData@EU Central Platform:

<https://health-data-drupal.acceptance.data.health.europa.eu/en/home>

Purpose and Key Functions of the CBG

Main functions of the Cross-Border Gateway:

- To transfer up-to-date national data catalogue content to the Commission's central catalogue for researcher visibility.
- To support cross-border research workflows by exchanging:
 - Data access applications
 - Data access permit decisions
- To ensure harmonised and reliable information flow between Member States in cross-border research projects.

Role in the European EHDS2 Architecture

CBG in the EU-wide setup

- Each Member State connects directly to the Commission's Cross-Border Gateway.
- The Commission's CBG functions as a central coordination and routing point.
- At national level, the implementation and operation are the responsibility of the coordinating Health Data Access Body (HDAB).
- This model supports:
 - Decentralised national systems
 - Centralised discovery and coordination at EU level

Development and Cooperation Model

Collaborative development approach

- The development of the Cross-Border Gateway is carried out jointly by Member States.
- Coordination takes place within the Community of Practice (CoP) forum.
- The CoP enables:
 - Exchange of experiences and best practices
 - Alignment of technical solutions
 - Discussion of interpretation and implementation of EU-level requirements

Current Project Status

Status of the CBG project

- National implementations are progressing in parallel across Member States.
- Integration testing is carried out against the Commission's central Interoperability Test Bed (ITB).
- Continuous adjustments are required to align national solutions with evolving EU-level components.
- Close cooperation with other Member States and the Commission remains essential.

Implementation Timeline

Regulatory and implementation milestones under the EHDS framework

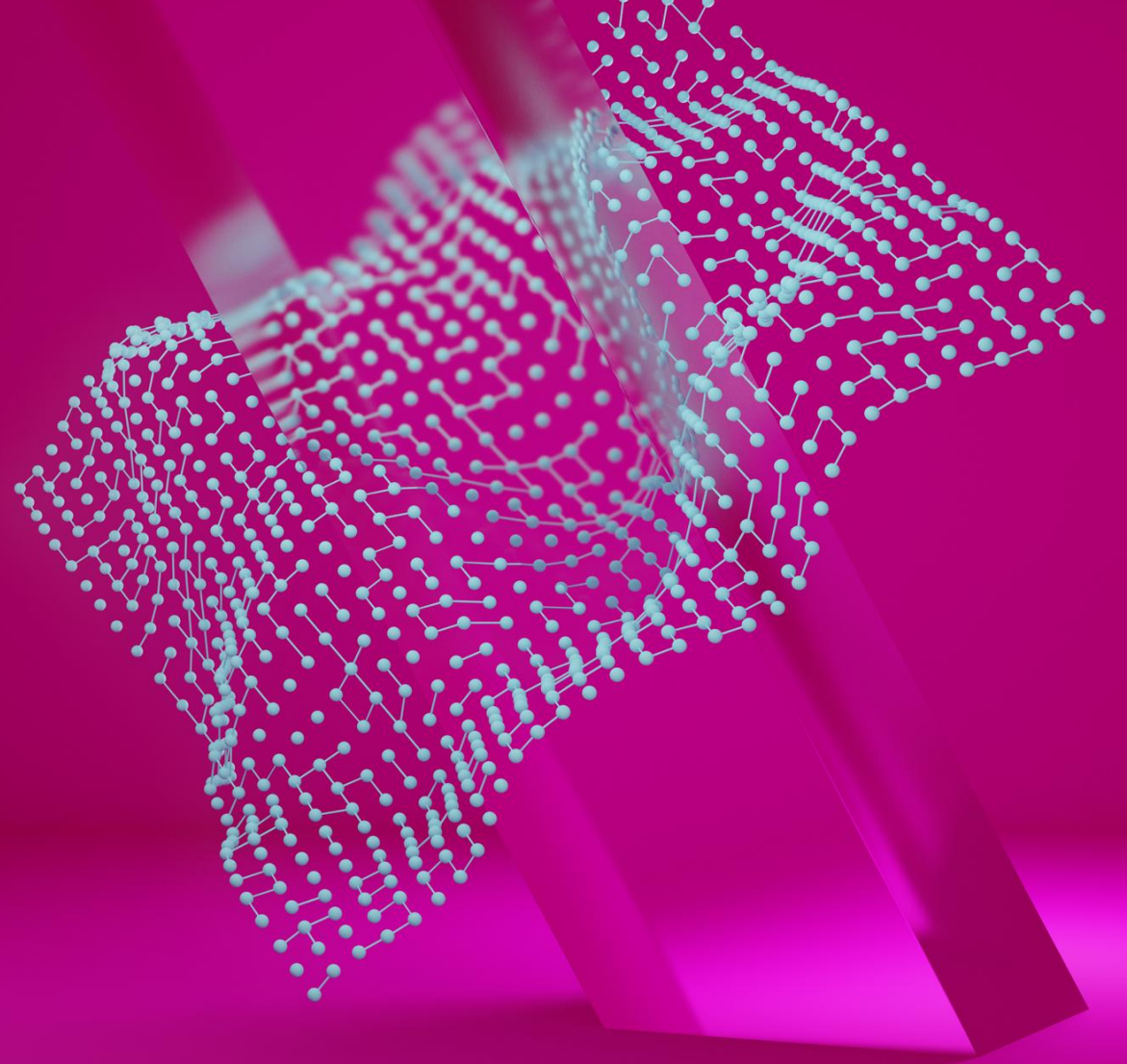
- **2025–2027 National preparation phase**
 - Member States develop and test national infrastructures and CBG connections
 - Technical specifications and implementing acts under development (e.g. through TEHDAS2)
- **March 2027 EHDS framework becomes generally applicable**
 - Transition from preparation to deployment
- **2027–2029 Deployment and consolidation phase**
 - Progressive onboarding of Member States to HealthData@EU
 - Expansion of cross-border metadata and application workflows
- **March 2029 Operational target**
 - HealthData@EU and Cross-Border Gateway required to be fully operational
 - Cross-border catalogues, data access applications and permit decisions supported

CBG implementation follows a phased EU-level rollout; timelines depend on implementing acts and Commission platform maturity.

Thank you!

findata.fi/finhits

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FINDATA



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