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Shelters for victims of domestic violence and Kanta Services

Employees of shelters for victims of domestic violence are required to make entries documenting all necessary and sufficient information. These entries are used for the organisation, planning, implementation, monitoring, and supervision of shelter services.

The Finnish Institute for Health and Welfare (THL) is the data controller for shelter services. The client data of shelters are part of THL's client register.

The use of your data is always based on a client relationship

The use of your data always requires a client relationship. Your data can only be accessed by those who require access as part of their work tasks. Viewing such client data always leaves a log entry, so that the use of this data can be monitored.

Kanta Services

Your client data is saved in the client information system used by the shelter. From there, it is transferred to the Kanta Services (Client Data Repository for Social Welfare Services).

Who has the right to access your client data?

The processing and disclosure of client data is based on legislation.

Client and guardians of a child client

You have the right to obtain a copy of the entries concerning yourself or your underage child, provided that giving the copy has no detrimental effect on the rights and freedoms of others. Copies of the documented entries can be obtained from the shelter during or after shelter period.

Documents related to shelter services, or services concerning the prevention of domestic and intimate partner violence, are not available in MyKanta.

Adult clients may also use shelter services anonymously. Clients who have used the shelter services anonymously cannot usually be provided with copies of such entries after the shelter period has ended, as anonymous clients cannot be reliably identified.

Other shelters for victims of domestic violence in Finland

The client data of all shelters for victims of domestic violence in Finland are part of the same client register controlled by THL. If you move to a different shelter or later use the services of the same or a different shelter, the professionals at the shelter can view information from your previous shelter periods.

The use of this data always requires a justified context, such as a client relationship. It is not possible to prohibit the transfer of data from one professional to another within the same register.

Other professionals with a statutory right to access the data

Your client data can be shared with your consent or on legal grounds. Authorities have statutory rights of access to information in certain situations.

For example, relevant local authorities have a statutory right of access to information when assessing the need for services. In such cases, professionals with extensive responsibility for clients in the wellbeing services county have the right to access documents created when assessing the need for shelter services and the preconditions of a client relationship. These professionals have a responsibility to ensure that the services a client receives are in the client's interest as a whole.

In addition, the social worker responsible for a child's case and the leading official of child welfare services have the right to access some of the client data related to the implementation of shelter services. Implementation data refers to the entries made during the client's stay at the shelter.

You can restrict the use of the data by setting up a denial of consent to data sharing

You can set up restrictions on the use of your client data by setting up a denial of consent to data sharing in MyKanta or when using social welfare or health care services. However, the authorities with an extensive right of access to information can ignore such denials of consent set up by the client. Each professional performing searches for your client data must assess what data is necessary for their work and is responsible for ensuring that their search and access is lawful.

More information

You can always ask the shelter employees for more information.

Further information is also available from the data controller, THL (www.thl.fi/turvakotipalvelut and turvakotipalvelut@thl.fi).