

ANNEX 1: DETAILED INFORMATION ANNEX

20th February 2025

This document is an Annex to the Protocol Regarding the Implementation of the Agreement between the Government of the Republic of Estonia and the Government of the Republic of Finland on Population Registration. It includes the detailed information according to section 1 paragraph 2 in the Protocol.

Section 3 paragraph 1: Secure data communication channels for the regular data exchange

When the X-Road is not available for regular data exchange, the following channels shall be used:

- For sending data from Estonia from Finland, e-mail with an encrypted attachment containing the personal data. The de-encryption password will be sent to the recipient by text message.
- For sending data from Finland to Estonia, encrypted e-mail service "Turvaviesti", as provided by Government ICT Centre Valtori. When the recipient's phone number is available, an extra e-mail de-encryption password will be sent by text message.

Section 3 paragraph 4: Secure data communication channels for data exchange under articles 11 and 12

In these cases, the communication channels detailed under article 3 paragraph 1 above will be used.

Section 4 paragraph 1: Contacts for technical topics

Estonia: abi@rahvastikuregister.ee

Finland:

- Population register, VTJ-muutosrajapinta API service:
 - o General questions, notifications of service interruptions, technical issues: muutostietopalvelu@dvv.fi (available on weekdays 08:00–16:00)
 - o Technical issues, service interruptions outside office hours: Tietoevry service desk dvv.sd@tietoevry.com or +358 20 343 433 (on standby 24/7 for error situations)
- Suomi.fi Data Exchange Layer (X-Road): palveluvayla@palveluvayla.fi

Section 4 paragraph 2: Contacts for Agreement implementation

Estonia: rtomenetus@siseministerium.ee

Finland: info.ee@dvv.fi

Section 5 paragraph 1: Documentation of technical data exchange solutions

Documentation of the Estonian technical data exchange solutions is available in a separate document in the repository.

Documentation of the data structure of the data available through the VTJ-muutosrajapinta API service is available at <https://hiekkalaatikko.muutostietopalvelu.cloud.dvv.fi/>. The relevant data groups (tietoryhmä) are listed in a separate document in the repository.

Service level agreement (SLA)

Service quality parameters				
		Estonia		Finland
Working time class	A	Monday–Sunday at 00:00–24:00 (24/7, round the clock)	A	Monday–Sunday at 00:00–24:00 (24/7, round the clock)
Business criticality	Critical	If the service of the information and communication technology does not work, providing public services stops totally or to a large extent.	Critical	If the service of the information and communication technology does not work, providing public services stops totally or to a large extent.
Availability	K3	Bigger and equal to 99,9 % in a year and maximum allowed single downtime duration for an active service user is up to 1 hour.	K2	No availability level has been defined for the service. Planned downtimes are limited to a maximum of 1 hour. Longer downtimes will be notified separately.
Integrity	T2	The source of the information, the fact of changing of the information and the obliterating of the information must be identified. It is necessary to make periodic checks of the correctness, completeness, and timeliness of the information.	T2-T3	The source of the information, the fact of changing of the information and the obliterating of the information is identified and maintained in Finnish Population Information System. All corrections and changes to the data will be transmitted through this service.
Confidentiality	S2	Confidential information: only certain user groups are allowed to use the information, the access to the information is permissible on the legitimate interest of the person who is requesting the access.	S2-S3	Confidential information: only certain user groups are allowed to use the information, the access to the information is permissible on the legitimate interest of the customer organization who is requesting the access. The information to be disclosed and the data processing rules are always defined for each customer organization individually.
Maximum duration of a single interruption	1 hour	Maximum duration of a single interruption in a year is smaller or equal to 1 hour.		The service is expected to be available 24/7. Due to unexpected situations, downtime may last for more than one hour. Longer

			downtimes will be notified separately.
Maintenance time		Planned interruption of the service during the maintenance: Tuesdays at 19.00 – 24.00	The maximum downtime for planned maintenance is 30 minutes. Planned downtime is on Tuesday mornings from 9-9.30 (interface does not respond to the client or responds more slowly)
		If the planned interruption of the service does not take place: Tuesdays, Wednesdays, or Thursdays at 18.00 –06.00.	Other downtimes will be notified separately.
Notification		<p>Within 15 minutes the notification is made if the interruption of the service lasts more than 5 minutes. During the notification process, the following information is being shared:</p> <ul style="list-style-type: none"> • Initial notice that there is an interruption/breakdown taking place. • Every 30 minutes additional information until the incident is solved. • A notification if the incident is solved. 	<p>Customers will be notified as soon as possible by email of any service downtimes detected.</p> <p>During the notification process, the following information is being shared:</p> <ul style="list-style-type: none"> • Initial notice that there is an interruption/breakdown taking place and estimated completion time. <p>A notification if the incident is solved.</p>