

Kela|Fpa[®]

Strategic security guidelines

Drawn up by Kela's Management Team on 15 January 2024



The strategic security guidelines steer Kela's safety and security development

- One of Kela's strategic goals is that our services operate securely in all situations, every day. In order to achieve that goal, special attention must be paid to safety and security in our operations.
- Our strategic security guidelines and the measures they include enable us to prepare for changes in the security environment and respond to them. Our operating environment is in constant and comprehensive change and as a consequence, Kela, too, has to prepare for the unexpected. Our response to the changes in our operating environment is to engage in continuous foresight work, thus ensuring our ability to actively adapt our policies and measures as needed.
- It is Kela's responsibility to ensure that the data of our customers and partners is handled securely and that online services are secure in our service channels. Moreover, Kela's services must be available in all situations, including in emergency conditions.
- As an employer, Kela ensures the safety of its personnel and promotes security consciousness among its personnel.

Strategic security guidelines

1.

We guarantee our customers safe and secure services through all our service channels.

2.

Contingency planning ensures that society can operate with as few disturbances as possible in all situations.

3.

We build our security culture by encouraging increased security consciousness.

4.

Kela provides an overall working environment that is safe and secure.

5.

Uniform principles are applied in ensuring the security of Kela and Finland's public administration as a whole.

6.

Security protocols are proportionate to risks and do not interfere with customer service and operations.

7.

Our customers and staff can trust that their data is properly protected.

8.

We ensure data security in cooperation with our partners.