

## REQUEST FOR CLARIFICATION ON THE PROCESSING OF PATIENT DATA

This form is for requesting a written clarification when you suspect inappropriate use of your patient data. Detailed instructions on how to make a clarification request can be found at the end of the form.

### Register controller:

### Requester details

Name:

Personal identity code:

Address:

Telephone number:

Date and place:

Signature:

Identity verified; by whom / Orton Oy

### Information on clarification request

Date of suspected misuse \_\_\_\_\_

Suspected user or author \_\_\_\_\_

**Justification for the request** (In as much detail as possible, specify the facts on the basis of which you suspect that your patient data has been inappropriately processed and the basis on which you are requesting clarification.)

Orton unit where I wish to review the log data: \_\_\_\_\_

I would like to receive the information in writing to the address I provided in the request (your identity will be verified upon submission of the request by a photo ID).

### Submit the signed form to Orton

By post: Data protection officer, Orton Oy, Tenholantie 10, FI-00280 Helsinki

Securely via email: <https://www.turvaposti.fi/viesti/tietosuojavastaava@orton.fi>

## Instructions for making a request for clarification

If you consider that your patient data have been processed or shared without sufficient justification, the service provider who processed or shared the information should provide you with a clarification of the grounds for the use or disclosure of the data on the basis of your written request.

Create a request when you want to determine whether your patient data has been used correctly. In order to make a clarification, the request must be specified according to the information requested on the form. Patients are not entitled to obtain information dating back more than two (2) years unless there is a specific reason (Client Data Act 784/2021, Section 26). Only for a specified weighty reason can the processing of patient data be examined for a time period prior to this.

If necessary, Orton's data protection officer will assist in the specifications of the clarification request.

As a rule, the request for clarification is personal. A request for clarification can be made by a guardian of a minor or a legal representative for a person who is legally incapacitated. When a minor is able, based on his/her age and developmental level, to make decisions regarding their treatment and understand the correct principles for the processing of log data and personal data, the request for log data and the request for clarification for the minor patient must mainly be made by themselves. A legal representative must demonstrate their right to access information.

**Your identity will be verified by a valid photo ID prior to the disclosure of data.** Orton primarily recommends that you review the log data during a meeting with an Orton staff member. In this case, you will have the opportunity to ask questions about the log data. Alternatively, log data may be provided to you in writing to the address you provided in your request.

You are not entitled to further use or disclose the log data you receive for any other purpose.

If the request for clarification of log data is not accepted, Orton will provide a written certificate of the refusal. The certificate of refusal will mention the reason for the refusal and indicate an address for appeal, including instructions for making an appeal.