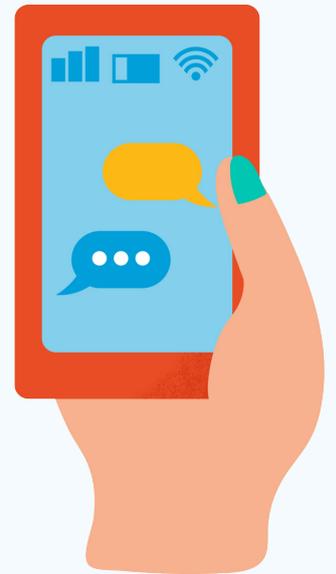


Ethical guidelines for digital support



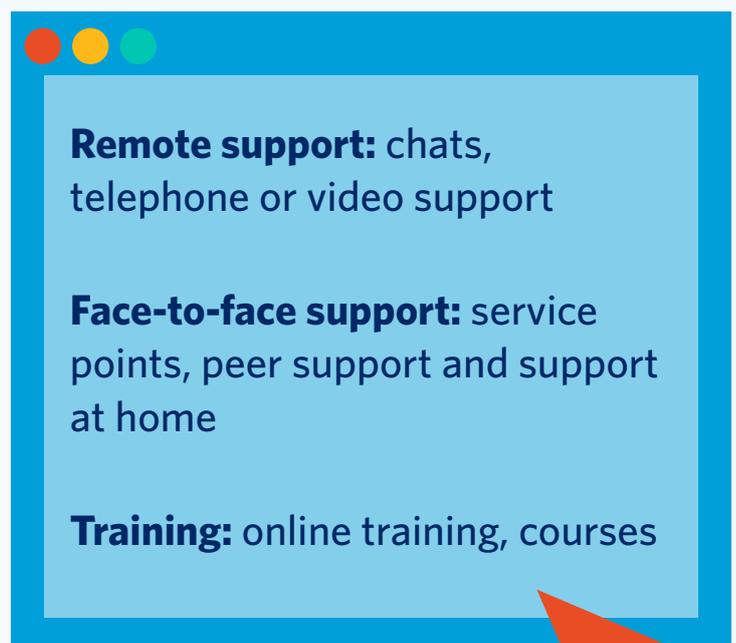
These ethical guidelines for digital support have been compiled at the request of digital support organisers. The guidelines present the obligations concerning the provider and the recipient of digital support. The objective of these guidelines is to promote safe and high-quality digital support which is carried out in mutual understanding of both parties.

What is digital support?

Digital support is support for the use of digital services and electronic devices. It is aimed at helping customers use devices and e-services independently and safely.

The different forms of digital support are face-to-face support, remote support and training.

The content of digital support may vary from guidance for e-service use to installing applications and starting to use them. Each organisation should define what kind of digital support it offers.



Digital skills are for everyone



Digital skills are today's civic skills, required in taking care of daily matters and engaging in society. The need for digital support concerns all age groups and its content varies. As long as they are motivated and guidance is provided, most people want to and are capable of learning digital skills.



Under the Administrative Procedure Act, public authorities have an obligation to provide guidance for the use of their services. The contact details for help and guidance must be available in connection with each service provided by the authorities.

www.kansalaisneuvonta.fi/en-US
tel. 0295 000



As a provider of digital support

- I help customers to use e-services and electronic devices.
- My goal is to enable customers to use the e-services and electronic devices independently in future.
- I encourage customers to use the service themselves in the guidance situation.

I know my limits

- I do not need to know everything myself. A situation in which digital support is provided is a good opportunity to learn together. I know the limits of my own knowledge and skills and direct the customer to other providers of digital support if necessary.
- I will not accept and handle the customer's passwords or methods of strong identification, such as online banking IDs, or manage the customer's personal matters on behalf of the customer.

This is how I help

- I help the customer in a friendly, calm and encouraging manner.
- I pay attention to the customer's skill level and make sure that my guidance is clear and the terms I use are comprehensible.
- As we proceed, I make sure that the customer knows what is happening.
- I help the customer discreetly and confidentially in situations in which I see their personal information.
- I comply with the professional confidentiality and do not disclose to anyone matters that have come to my knowledge or documents that I have seen.

This is how I accept help

- I understand that the support person will not be able to help me in all problem situations.
- The customer service of each public authority will also support me in using the services of the authorities.
- Public Service Info also provides support for the use of public services by directing me to the right service. The public authority responsible for the service in question responds to questions regarding the content of the e-service.

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As a recipient of digital support

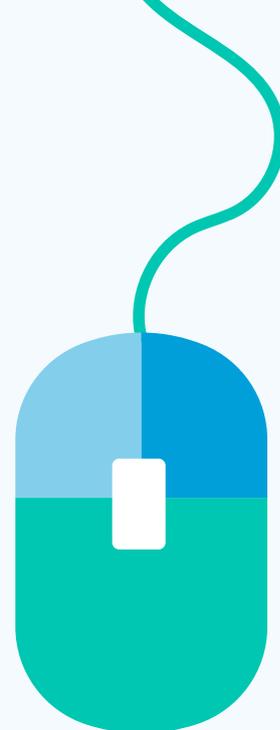
- Digital support helps me to learn to use e-services and electronic devices independently and safely.
- My goal is to be able to use e-services and electronic devices on my own or with lighter support in the future.
- To improve my own skills, I use the service myself in the guidance situation.

I know my responsibilities

- I am aware that when I use e-services, the responsibility lies with me. I will not give my passwords or methods of strong identification, such as my online banking IDs, to the support person.
- I sign into services that require strong identification myself. If I need support in using the service, I understand that the support person may see my
- I am always responsible for my own device and the software in it myself.

Also remember that

1. As a rule, the e-services of public administration organisations in Finland require strong identification so that the user's identity can be verified.
 - The methods of identification include online banking IDs, mobile certificate and certificate card.
 - Customers always carry out strong electronic identification themselves.
 - To provide guidance in using the service, the support person may need to see the customer's confidential or otherwise sensitive personal data.
 - If the customer has understood the situation and given permission to see the personal data, guidance can continue.
2. Digital support does not give an opinion on the content of the e-services (e.g. applying for benefits, handling money). The party responsible for these matters is the customer service of the service provider in question. The support person will direct the customer to them.
3. Customers whose legal capacity is diminished when they need digital support (e.g. state of health, intoxication) should be directed to the customer service of the service provider in question.
4. It is important to make sure that minors understand their rights and the risks related to the handling of personal data. (More information on the topic can be found (in Finnish) in the publication Lapsi verkossa www.lskl.fi/materiaali/lastensuojelun-keskusliitto/Lapsi-verkossa.pdf)



www.dvv.fi/digituki

Digital and Population Data Services Agency supports digital support providers nationally.



Digituki