

Terms of Use – Chat and Remote Consultation

Updated 12.2.2026

1. General

Please read these terms of use carefully before using the service.

The Chat and Remote Consultation service is intended for contacts within social and healthcare services. Through the service, the client (hereinafter referred to as the “User”) can communicate via chat or video-based remote consultation with a social or healthcare professional (hereinafter referred to as the “Service Provider”). The technical platform of the system is provided by SAG Flowmedik Oy, hereinafter referred to in this document as the “Platform Provider”.

2. Contact details of the Platform Provider

SAG Flowmedik Oy
Paavo Cajanderin katu 12
13200 Hämeenlinna

3. Contact details of the Service Provider

Eastern Uusimaa Wellbeing Services County
Tulliportinkatu 1
06100 Porvoo
Switchboard 019 5600 100

4. Right of use

The User is granted no other rights under these terms of use than the right to use the Platform.

4.1 Identification and use of the Platform

Only a natural person may be identified as a User of the Platform. The right to use the Platform and its sections is personal and may not be transferred to third parties.

When logging into the Platform, the User is identified using a national identification service (Suomi.fi identification service). The identification service provides the personal data necessary for the use of the Platform. The User must provide sufficient and accurate

information for using the Platform. The User is responsible for the information provided and for keeping it up to date.

Access to the Platform always requires strong electronic identification of the User. Use of the Platform requires that the User accepts and complies with these Terms of Use and any service-specific additional terms. These Terms of Use are valid until further notice. Any changes to the Terms of Use will be subject to user acceptance.

The Platform may only be used for private, non-commercial purposes. The User may not otherwise exploit the Platform or any part thereof without the written permission of the Platform Provider. The Platform Provider reserves the right to deny the User access to the Platform. The Service Provider has the right to amend and specify the terms of use of the service by informing users in these terms. If you have questions regarding the terms or wish to receive copies of these terms by email, you can find the Service Provider's contact details on the Service Provider's [Data Protection](#) page

4.2 Use of cookies

The service uses cookies. The use of cookies is necessary for the functionality of certain parts of the service. The User gives consent to the storage of cookies on the User's terminal device and to the use of this information through the settings of their web browser. The service provider does not guarantee flawless operation of the service if the use of cookies is not permitted.

4.3 Copyright

The content and appearance of the Platform are protected by copyright. The User has no right to reproduce the Platform in any manner or form, nor to distribute, transmit, translate, modify, adapt or otherwise alter the Platform.

Use of the Platform for information service purposes is prohibited. The above also applies to materials sent to the User via the Platform.

The rights to text, images and other materials published in the service belong to the service providers. Text content from the website may be quoted and pages may be freely linked, provided that the source is clearly stated. Any other use of the materials must be agreed separately with the Service Provider (contact details above).

5. Responsibilities and obligations of SAG Flowmedik Oy

SAG Flowmedik Oy provides the Platform for use by Service Providers so that they can deliver services to their clients. SAG Flowmedik Oy is responsible for the functionality and maintenance of the Platform.

The Service Provider processes the Client’s personal data in accordance with the service’s register description and privacy notice, as well as the applicable legislation on privacy and the processing of personal data in force at any given time.

The Platform Provider is not responsible for content found on or linked from the Platform that is produced and published by the Service Provider, their partners or third parties, nor for the accuracy, correctness, reliability or usability of such content, or for the services provided by the Service Provider. The service contains links and connections to third-party websites. The terms and conditions of such third-party services or applications apply to those services.

The Platform Provider does not guarantee uninterrupted or error-free operation of the Platform. The Platform is regularly reviewed to prevent malfunctions. The Platform Provider has the right to suspend operation of the Platform due to changes, upgrades, maintenance or installation work, or other similar reasons related to the Platform, or if required by legislation or other authority orders. Efforts will be made to notify Users of service interruptions as early as possible through a general notice on the Platform.

The Platform Provider is not liable for any direct or indirect damages incurred by Users or third parties because of substantive or technical errors or deficiencies in the Platform, whether caused by error, disruptions in the Platform or telecommunications connections, maintenance work or other reasons. The Platform Provider has the right to modify the content and operation of the Platform without restriction in the manner and at the times it deems best, for the purpose of developing the Platform or for other necessary reasons. Significant changes will be announced on the website.

6. User responsibilities

The User is responsible for acquiring, maintaining and using the equipment, software and telecommunications connections required for use of the Platform, as well as for all costs arising from use of the Platform. The User is obliged to keep their identification credentials confidential. The User is responsible for all use of the Platform carried out with their identification credentials and for any costs, fees, obligations and consequences arising therefrom.

7. Use of personal data

The Service Provider acts as the controller and owner of the data collected about the User. The Platform collects personal data provided by the registered User and in connection with the Service Provider (including name, personal identity code, address and municipality of residence). Information concerning the User’s use of the Platform and data provided by the User through the selected service are stored in the Service Provider’s personal data register (“Client and Patient Register”).

The Platform Provider does not disclose User data to third parties without a legal basis. The Platform Provider processes the User's personal data in accordance with the service's register description and privacy notice, as well as applicable privacy and data protection legislation in force at any given time.

The registered User has the right to access their personal data (EU General Data Protection Regulation 2016/679, Article 15 – Right of access). Requests for access shall be addressed to the Service Provider. More information is available in the Service Provider's register and privacy notices on the [Data Protection](#) page.

8. Data protection

The User is responsible for ensuring adequate information security of their own terminal devices.

The Platform Provider has implemented technical, physical and organizational measures to ensure a high level of security in the processing of personal data on the Platform and to protect personal data against unauthorized or unlawful processing, accidental loss, destruction, damage, alteration or disclosure.

Any threat to the Platform, particularly data security threats, must be reported by the Platform Provider to the Service Provider without delay.

9. Technical requirements and conditions

The Platform supports only commonly used operating systems, internet browsers and their up-to-date versions. The Platform Provider does not guarantee that the Platform and its services function in all internet browsers. The Platform Provider has the right to block access to the service from devices whose information security does not meet current security standards and recommendations.