

Purpose of the service

Direct message exchange (hereafter referred to as the service) is an electronic service of the Finnish Customs. Via the web service for direct message exchange, customers of Customs can send messages in an automated way to Customs systems and retrieve messages produced by Customs systems. The service requires registration as a customer of direct message exchange (hereafter referred to as customer) as well as use of certificate services approved by Customs.

As the name suggests, direct message exchange is intended for direct message exchange between Customs and the customer. The customer can, if he so wishes, use an intermediary, a service provider, for building and/or transmitting the messages in direct message exchange. Regardless of the way of submitting the declarations, the customer is responsible for all the obligations, such as compensation for damages, data security obligations and service level obligations, of the third parties he uses as for his own. The customer is responsible for fulfilling these obligations and see to that Customs' terms and conditions of use described in this document are fulfilled with the third parties in question.

Terms and conditions of use

The user undertakes to use the service in compliance with the laws, decrees and official regulations, and in accordance with good practice. The user may be held to account for illegal use of the service or for breaking the terms and conditions of use. The implementation and use of the service is based on Finnish legislation in force.

Finnish Customs reserves the right to amend, without prior notice, the terms and conditions of use, the layout, the content, and the accessibility of the service, or to withdraw the service. Customs also reserves the right to suspend the provision of the service during those times when it is being serviced or updated. Customs is not liable for any loss or interruptions caused by interruptions of use and will not compensate the customer for any inconvenience, costs or indirect damages caused by interruptions in the service.

When using direct message exchange, the customer shall agree to the terms and conditions of use of the electronic ID codes set by the party granting the codes. Customs is not liable for any errors or misuse due to careless use or safekeeping of the ID codes.

Finnish Customs shall not be held liable for any material published by a third party, to which there are links in this web service.

The customer is responsible for the accuracy of the data he sends to the service as well as for the integrity and reliability of the messages. Messages that don't belong in the service or messages that are racist in nature, libellous, or otherwise illegal in terms of content may not be sent to the service.

The customer is responsible for the data security of his own data, systems and connections. The customer is also responsible for the data security of the systems and connections of any third party (service provider) he uses and for sufficient service level agreements that may be needed. Customs is responsible for the data security of the service concerning the systems owned by Customs and the third parties used in the production of the service.

Messages or traffic that could overload the service or compromise the data security, such as malicious software, unsolicited e-mail messages, chain letters or bulk e-mail messages shall not be sent to the service. The customer may not provide misleading information regarding his company (regarding personal identities, e-mail addresses etc.).

Identification to the service and the use of an electronic XML signature for signing the data contents sent to the service requires a server certificate. The customer is responsible for the use of the server certificate. In particular, the customer is responsible for keeping the private key for the server certificate secret.

The customer is responsible for all transactions and actions performed using his server certificate as for his own, as well as for the costs arising from the use of the server certificate. This responsibility extends until the customer has put his server certificate on the revocation list maintained by the producer of the certificate service and has notified Customs of the revocation of the certificate.

Some of the functions used via the service may require a user ID and/or a password. The customer is responsible for keeping his unique user ID secret and for any use under the user ID. The customer shall immediately inform Customs if the user ID and the password have been lost or revealed to a third party. The customer is responsible for all the costs arising from the use of his user ID until he has notified Customs that the user ID has been lost or revealed to a third party and Customs has acknowledged the receipt of this notification.

Customs can withdraw the customer's user rights either partially or entirely, if the customer violates these terms and conditions of use.

Data security

All collected data are stored in accordance with legislation in force. By various administrative and technical measures and by developing these, Customs aims to prevent and minimise threats of unauthorised access to data, misuse of data and inaccuracies in data.

When using the service, the customer shall be aware of the fact that no IT system is completely secure against misuse and that there are always risks when data are sent and processed, regardless of how the data are collected and processed.

Force majeure

Labour conflict, bomb explosion, fire, natural catastrophe, disturbance in data transmission, orders of authorities or other force majeure impediment beyond the control of the parties shall release Customs from the liability of complying to these terms and conditions of use until the conditions for fulfilment of the obligations can be restored.

Additional information

Customs provides information of its services on its website or at the customs offices.