What does the EU Directive say about human review of a platform's decision?

For: Platformski radnik kod poslodavca · Platformski rad preko vlastitog obrta

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Applicability: For the provisions of Directive (EU) 2024/2831, with a review of the Croatian transposition and scope.

Article 11 of Directive (EU) 2024/2831 governs human review of decisions made or supported by an automated system. Member States must transpose the Directive by 2 December 2026. For the specific legal measure, please refer to the Croatian implementing acts.

When this is applied

Keep the notification, the date, the display of consequences and the case number. Request the reason and a human contact from the platform through the available official procedure, and separately determine which regulation and deadline apply in your case.

What to do in practice

Export your own case records and send enquiries via the official, verified channels.

A business example

The courier loses the ability to accept orders after the automated message. They compile a chronology and distinguish between a temporary technical status and account termination.

Specific next steps

1. Export your own case records and send enquiries via the official, verified channels.

Limits of application

For the provisions of Directive (EU) 2024/2831, with a review of the Croatian transposition and scope.

Sources

EUR-Lex · Directive (EU) 2024/2831 on platform work

https://eur-lex.europa.eu/eli/dir/2024/2831/oj/hrv

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/platforma-direktiva-odluka-racun