What can I do if the app limits my tasks or blocks my account?

For: Platform worker employed by a company

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Applicability: Special rights relating to the automated management system from 1 January 2024.

A worker may request the protection of their rights, a written explanation and a review of a specific decision made by an automated system. This does not mean that every block must be automatically lifted.

Separate technical support from the employment relationship.

MROSP provides for human oversight in safeguarding safety and health and in monitoring work and automated decisions. If a worker believes that a decision regarding tasks, working hours or pay calculation has infringed their rights, they may request a written explanation and a review of the decision from the employer. When the employer is an aggregator, that employer has the aforementioned obligations.

Save the application's technical problem report, but also note what the decision has practically changed: task access, scheduling or billing. Record the time of the event and include the support ticket number, if you have one. Retain your own communications and relevant screenshots without disclosing customer data.

What to look for in a request

The request should be focused on the specific decision and its effect. Ask who is responsible for the human review, what the basis of the decision is and how you can provide any missing information. If the decision also affects your employment contract, do not assume that waiting for a response from support suspends any deadlines for protecting your rights.

Limited tasks

After the status changed, the worker no longer receives tasks. In the request, he states the date of the change, the notification he received and asks for a review of the decision, rather than simply saying that the application isn't working.

Specific next steps

1. Save the notification, date and support ticket number.
2. Check who your employer is and who the contact for human oversight is.
3. Request a reasoned explanation and review of a specific decision.
4. Separately, check the employment law steps and any possible deadlines.

Most common mistakes

• Communicate only by an informal message without a saved request.

• To assume that every problem in the application is also a decision to terminate the employment relationship.

Limits of application

This refers to an employee in employment. For B2B collaboration, the rights and procedures should be checked in the contract and the applicable regulations.

Sources

MROSP · Human Supervision in an Automated Control System

https://uznr.mrms.hr/obveze-agregatora-vezano-za-ljudski-nadzor-u-okviru-automatiziranog-sustava-upravljanja-cl-221-h-i-cl-221-i/

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