Accessing shift data when leaving the platform · What to do if the process gets stuck?

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

Practical business guidance · Reviewed: 2026-11-22

Applicability: According to the profile and circumstances of the described case.

If an export is missing, direct a specific request to the appropriate party.

When a plan meets an obstacle

Before closing the account, export the available records of payments, contracts and shifts.

Retain only the records you are entitled to keep and remove any unnecessary customer data.

Working example · Accessing shift data when leaving the platform

Check whether the exported documents open and whether the period corresponds to the contract.

Specific next steps

1. Before closing the account, export the available records of payments, contracts and shifts.
2. Retain only the records you are entitled to keep and remove any unnecessary customer data.
3. Introduce a regular authorised export after the close of each month.

Limits of application

Distinguish between the provisions of the Directive and the Croatian measures that transpose them.

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/praksa-plat-izvoz-podataka-problem