Platform Work Directive

Public Consultation

Contents

[Executive Summary 2](#_Toc209513337)

[Provisions 3](#_Toc209513338)

[Consultation Response Form 4](#_Toc209513339)

[Information on Consultation Process 17](#_Toc209513340)

# Executive Summary

The Department of Enterprise, Tourism, and Employment is seeking the views of stakeholders on Directive (EU) 2024/2831 of the European Parliament and of the Council of 23 October 2024 on improving working conditions in platform work.

The EU Platform Work Directive came into force on 1 December 2024. Member States have until **2 December 2026** to transpose the Directive into national law. Platform work refers to employment where organisations or individuals use online platforms to connect for specific tasks or services in exchange for payment.

The Directive aims to enhance working conditions and data protection for individuals engaged in platform work across the EU. It introduces measures to help determine the correct employment status of platform workers, and sets out rules to increase transparency, fairness, and accountability in the use of algorithmic management systems, including provisions for human oversight. Additionally, it strengthens personal data protections for persons performing platform work.

* Additional information: [EU rules on platform work - Consilium](https://www.consilium.europa.eu/en/policies/platform-work-eu/)
* Copy of the Directive: [Directive (EU) 2024/2831 of the European Parliament and of the Council of 23 October 2024 on improving working conditions in platform work](https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=OJ:L_202402831)

Please provide any feedback you have on the [form below](#_Consultation_Response_Form) and email completed responses to [workplacerelationslu@enterprise.gov.ie](mailto:workplacerelationslu@enterprise.gov.ie) using the subject line “Platform Work Directive Public Consultation”.

**The deadline for submissions is close of business on 03 November 2025.**

# Provisions

### Chapter I – General Provisions

This chapter outlines the purpose and scope of the Directive and defines key terms such as "digital labour platform", "platform worker", “persons performing platform work” and “intermediary”.

### Chapter II - Employment Status

This chapter addresses the employment status of ‘persons performing platform work’. It mandates that Member States implement procedures to determine the correct employment status. A legal presumption of employment is introduced when indicators of direction and control by the platform are present, shifting the burden of proof to the platform.

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### Chapter III – Algorithmic Management

This chapter sets out rules for the use of automated systems in platform work. It prohibits the processing of sensitive personal data and mandates that platforms must be transparent about how algorithms affect work assignments, pay, and other conditions. Human oversight is required for significant decisions, and the chapter also includes provisions to protect workers’ health and safety from algorithm-induced stress and overwork.

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### Chapter IV – Transparency with Regard to Platform Work

This chapter requires platforms to declare platform work to national authorities and provide detailed information about the number of workers, their employment status, and working conditions. This data must be updated regularly and made available to both authorities and worker representatives.

### Chapter V – Remedies and Enforcement

This chapter guarantees platform workers access to legal remedies, allows representatives to act on their behalf, mandates secure communication channels, enables courts to demand evidence from platforms, and protects workers from retaliation.

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### Chapter VI – Final Provisions

The final chapter sets a deadline of 2 December 2026 for transposition and encourages the involvement of social partners in implementation and ensures that existing worker protections are not diminished.

# Consultation Response Form

Please provide your name, organisation, sector and email address and use the space provided below each chapter heading to provide answers to the consultation questions and outline any other observations.

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| **Name:**  **Organisation (if applicable):**  **Sector:**  **Email address:** |

### Chapter I – General Provisions (Articles 1–3)

**Questions for consideration:**

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| **Article 1**  Please provide any observations you may have on the **Subject Matter and Scope** of the Directive: |
| **Article 2**   1. Do you see any challenges in applying these definitions in practice? If so, which definition and why? 2. Are there any aspects of platform work that are not adequately captured by the definitions in the Directive? |
| **Article 3**   1. In your experience do digital labour platforms use intermediaries with regularity? 2. If so, do persons performing platform work through these intermediaries face different working conditions than those working directly through digital labour platforms? 3. Are there any challenges identifying intermediaries in platform work? |
| Please provide any additional observations you may have on the **General Provisions** of the Directive: |

### Chapter II – Employment Status (Articles 4–6)

**Questions for consideration:**

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| **Article 4**   1. What factors might influence the preferred employment status of persons performing platform work, and how might these preferences vary across different types of platform work? 2. Are there examples from your sector where misclassification has occurred for persons performing platform work? |
| **Article 5**   1. What kinds of measures could help ensure that the presumption of employment status is applied fairly and consistently across digital labour platforms? 2. What are some signs (“indicators of control”) that show a digital labour platform is directing or managing how people work, for example, allocation of work, scheduling hours, deciding location of work? |
| **Article 6**   1. What kind of guidance would be most useful for digital labour platforms and persons performing platform work to best understand the Employment Status provisions? |
| Please provide any additional observations you may have on the **Employment Status provisions** of the Directive: |

### Chapter III - Algorithmic Management (Articles 7-15)

**Questions for consideration:**

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| **Article 7**   1. What types of personal data are commonly processed by digital labour platforms? 2. How does the nature of platform work influence the type of data processed? 3. To what extent are data collection and processing practices made transparent to persons performing platform work? |
| **Article 8**   1. What approaches could digital labour platforms take to ensure that workers are meaningfully consulted during data protection impact assessments? |
| **Article 9**   1. What steps could digital labour platforms take to ensure that explanations of automated decisions are clear and accessible, to the individuals affected? 2. What kinds of tools or formats would make it easier for persons performing platform work to access and transfer their personal data, particularly data generated through automated systems? |
| **Article 10**   1. What kinds of decisions made by automated decision making systems on digital labour platforms should always be subject to human review, and why? 2. How can digital labour platforms strike a balance between operational efficiency and fairness in automated decision making processes? |
| **Article 11**   1. What types of information should be included in explanations of automated decisions to help persons performing platform work understand how those decisions were made? |
| **Article 12**   1. In your view, what health and safety risks are most commonly associated with algorithmic management in platform work? 2. How do these risks differ across different types of digital labour platforms? |
| **Article 13–14**   1. What approaches could digital labour platforms take to ensure that persons performing platform work are meaningfully consulted before introducing or significantly changing automated systems? 2. Which methods of communication do you consider most effective and accessible for notifying persons performing platform work about changes to automated systems or working conditions? |
| **Article 15**  Please provide any additional observations you may have on **Article 15** |
| Please provide any additional observations you may have on the **Algorithmic Management** provisions of the Directive: |

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| Chapter IV – Transparency with Regard to Platform Work (Articles 16–17) **Questions for consideration:** |
| **Article 16-17**   1. What approaches could help ensure that reporting obligations for digital labour platforms are effective without creating excessive administrative burden? 2. What types of information should digital labour platforms be required to report to national competent authorities? |
| Please provide any additional observations you may have on the **Transparency** provisions of the Directive: |
| Chapter V – Remedies and Enforcement (Articles 18–24) **Questions for consideration:** |
| **Article 18 – 19**   1. What types of dispute resolution processes are currently available to persons performing platform work? 2. What challenges might persons performing platform work face when trying to access dispute resolution or representation, and how could these be addressed? |
| **Article 20**   1. What features should secure communication channels include to protect the privacy of persons performing platform work? 2. What approaches could digital labour platforms use to develop secure communication channels that protect worker privacy? |
| **Article 21**   1. What types of evidence are most important in resolving disputes related to platform work? |
| **Article 22**  Please provide any additional observations you may have on **Article 22** |
| **Article 23**  Please provide any additional observations you may have on **Article 23** |
| **Article 24**  Please provide any additional observations you may have on **Article 24** |
| Please provide any additional observations you may have on the **Remedies and Enforcement** provisions of the Directive: |
| Chapter VI – Final Provisions (Articles 25–29) **Questions for consideration:** |
| Please provide any observations you may have on the **Final Provisions** of the Directive: |

### Other Observations

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| Please provide any other observations you may have on the Directive: |

# Information on Consultation Process

**Freedom of Information Act 2014 and Publication of Submissions**

The Department will make public on its website all submissions received under this consultation. Your attention is also drawn to the fact that information provided to the Department may be disclosed in response to a request under the Freedom of Information Act 2014. Therefore, should you consider that any information you provide is commercially sensitive, please identify same, and specify the reason for its sensitivity. The Department will consult with you regarding information identified by you as sensitive before publishing or otherwise disclosing it.

**General Data Protection Regulation**

Respondents should note that the General Data Protection Regulation (‘GDPR’) entered into force in Ireland on 25th May 2018 and it is intended to give individuals more control over their personal data.

The key principles under the Regulation are as follows:

* Lawfulness, fairness, and transparency
* Purpose limitation
* Data minimisation
* Accuracy
* Storage limitation
* Integrity and confidentiality
* Accountability.

The Department of Enterprise, Tourism and Employment is subject to the provisions of the Regulation in relation to personal data collected by it from 25 May 2018. Any personal information which you volunteer to this Department, will be treated with the highest standards of security and confidentiality, strictly in accordance with the Data Protection Acts 1988 to 2018.