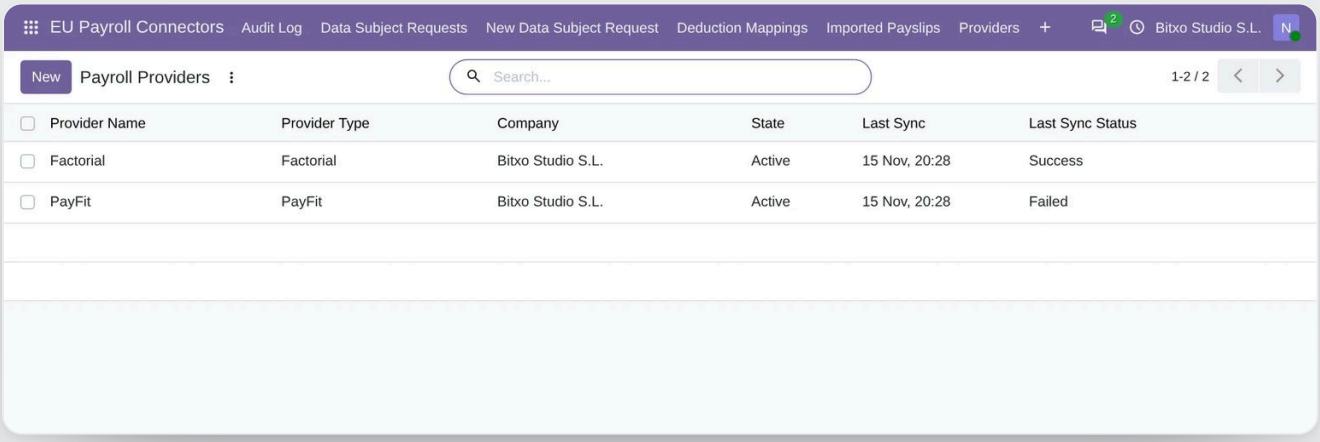
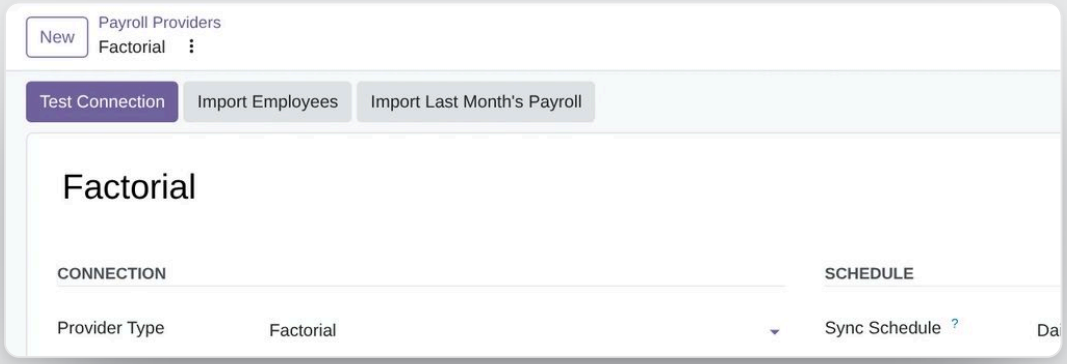
USER MANUAL · PAYROLL AND HR

Personio, Factorial and PayFit payroll in Odoo

For those who already have the connector: install it, activate it, connect it, set it up and use it, step by step.

Module version 20.0.2.1.17 | Odoo 20 screenshots | Edition of 17-11-2026





Real Odoo 20 screenshot. The list of providers and the connection details for Factorial.

Contents

On the right, the page where each section starts. Menu and button names are those of Odoo in English.

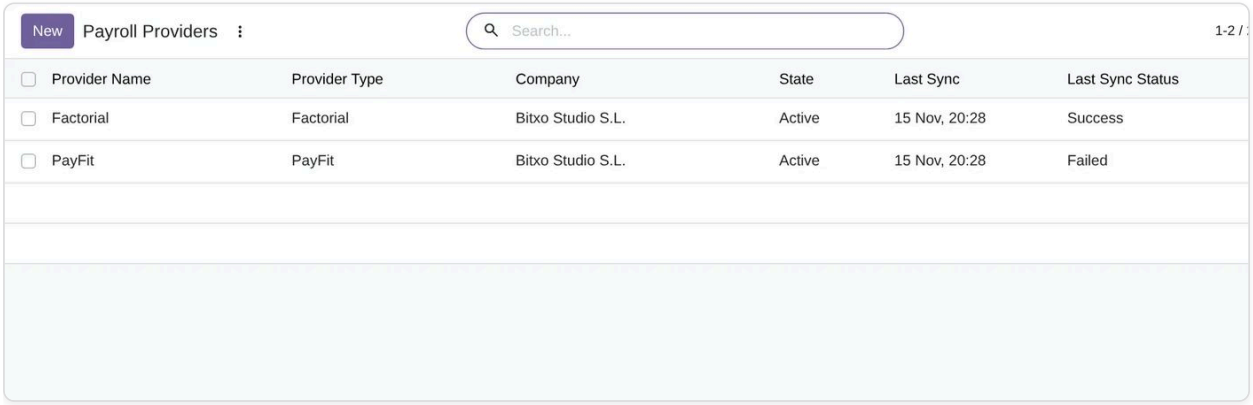
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This manual describes version 20.0.2.1.17 of the module (Odoo branch 20.0, commit 26d098820). Everything it says comes from its code: menus, buttons, fields, scheduled actions and error messages.

The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to Personio, Factorial & PayFit. In Odoo 17, 18 and 19 the module has its own version: if something on your screen does not match, write to us.

1 What it is and where to find it

The connector adds its own app to Odoo, **EU Payroll Connectors**, where you import employees and payroll from Personio, Factorial or PayFit and review them. It also records every sync and every personal data request.



- **Real Odoo 20 screenshot.** The list of providers, with the Factorial and PayFit connections.

EU Payroll Connectors › Providers	One connection for each Personio, Factorial or PayFit, with its status and the result of the last sync.
EU Payroll Connectors › Run a Sync	Opens **Manual Payroll Sync**, to run a sync by hand.
EU Payroll Connectors › Imported Payslips	The imported payslips, with their lines.
EU Payroll Connectors › Sync Logs	The record of each sync, with its result.
EU Payroll Connectors › Deduction Mappings	The mapping between the platform's deduction codes and the Odoo accounts.
EU Payroll Connectors › Tax Tables	The tax tables.
EU Payroll Connectors › Data Subject Requests	The requests for access to personal data (GDPR).
EU Payroll Connectors › New Data Subject Request	Opens **Create Data Subject Access Request**, to record a new request.
EU Payroll Connectors › Audit Log	Opens **Payroll Audit Log**: one entry for each import that brought in data.

Outside its app, the connector creates and updates employees in Odoo and writes to accounting: **Post to Ledger** posts the Factorial payroll and the PayFit payroll journal for France as a validated journal entry. The general Odoo settings also show the FlexigoTech Cloud block, with the connection and the subscription status.

2 Before you start

Before installing the connector and creating your first provider you need the following.

- An account with Personio, Factorial or PayFit, depending on the platform you use, and its credentials: the client ID and client secret for Personio, or the API key for Factorial or PayFit.
- The permissions each platform requires to create those credentials. In Personio they are created in the integrations settings, in Factorial in the API keys section and in PayFit in the integrations section, under the API.
- Odoo 17, 18, 19 or 20, on Odoo.sh or on your own server. It does not work on Odoo Online, which does not allow third-party modules to be installed.
- An Odoo administrator user: only they can see the credential fields, accept the connection with FlexigoTech Cloud and delete the stored credentials.
- A FlexigoTech Cloud subscription, with a 14-day trial. Until you activate the trial or the subscription, the connector does not talk to Personio, Factorial or PayFit.

> The connector brings into Odoo the employees and payslips that already exist in Personio, Factorial or PayFit. It does not create your account on the platform, does not generate the credentials for you and does not change anything inside Personio, Factorial or PayFit.

3 Installation

The module is installed like any third-party Odoo module. An administrator is required.

How to get it

From its page on Odoo Apps (**https://apps.odoo.com/apps/modules/20.0/flexigo_eu_payroll_saas_connectors**) or from the connector's page on flexigotech.com. Choose the Odoo version you use: each version is a separate module.

The module depends on `flexigotech_cloud`, the connection to FlexigoTech Cloud. On Odoo Apps, the module's page lists it under "Community Apps Dependencies" and its price already includes it; it is also free and has its own page (**https://apps.odoo.com/apps/modules/20.0/flexigotech_cloud**). Put both folders together in the same modules path and Odoo installs `flexigotech_cloud` at the same time.

On Odoo.sh

1. **Upload the folders to your repository**
   Copy `flexigo_eu_payroll_saas_connectors` and `flexigotech_cloud` into the branch of your project, in your modules folder, and push.
2. **Wait for Odoo.sh to build the branch**
   When it finishes, both modules are in the branch.
3. **Install the app**

In **Apps**, click **Update Apps List** (with developer mode on), search for "EU Payroll" and click **Activate**.

On your own server

1. **Copy the folders**
   Place `flexigo_eu_payroll_saas_connectors` and `flexigotech_cloud` in a folder that is in the `addons_path` of your Odoo.

2. **Restart Odoo**
   So that it reads the new modules.

3. **Install the app**
   In **Apps**, **Update Apps List**, search for "EU Payroll" and click **Activate**.

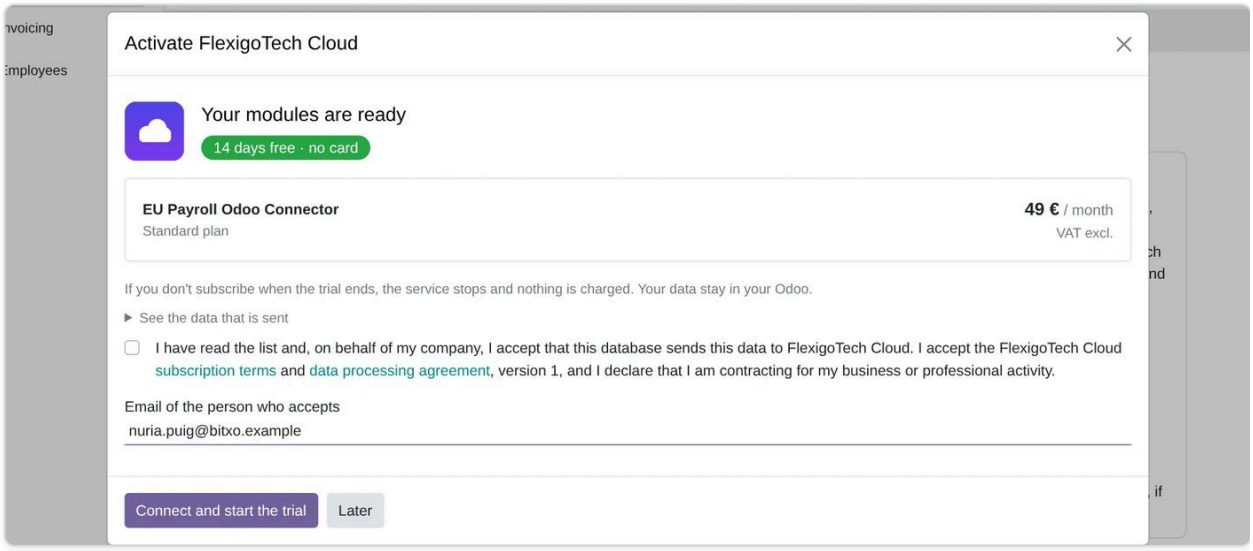
> When installing it, Odoo also installs the apps the module depends on: Employees and Invoicing. If you already use them, nothing you have changes.

USER MANUAL · PERSONIO, FACTORIAL & PAYFIT

4 Activate FlexigoTech Cloud: the 14-day trial

Calls to Personio, Factorial and PayFit go through FlexigoTech Cloud, the FlexigoTech service that stores your credentials encrypted. Until the database is connected and the module has a trial or subscription, the connector does not talk to Personio, Factorial and PayFit.

1. **Click Activate in the top bar**
   It appears as soon as you install the module. It opens the **Activate FlexigoTech Cloud** window, with the Standard plan and its 14 free days, no card needed.



- **Real Odoo 20 screenshot.** The activation window: read the list of data, tick the box and enter your email.

2. **Accept and enter your email**

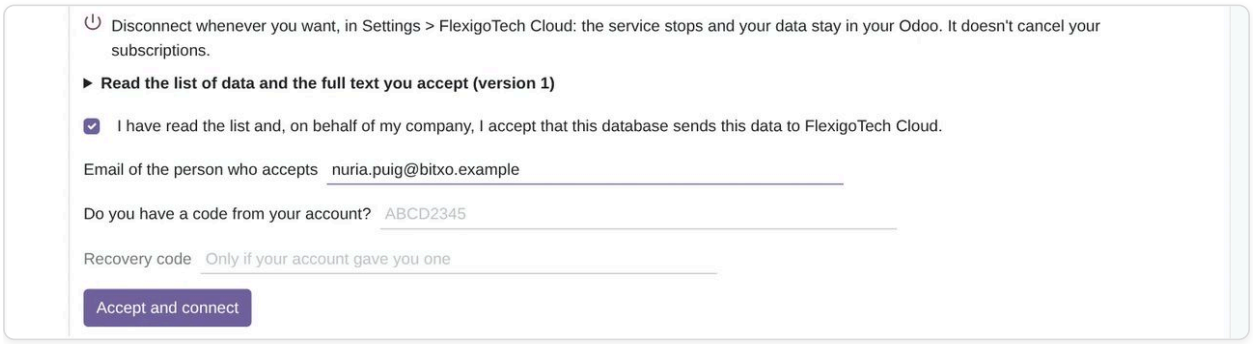
Tick "I have read the list and, on behalf of my company..." (it covers the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3 **Click Connect and start the trial**

Odoo registers the database with FlexigoTech Cloud and starts the module's trial. If you want to leave it for later, **Later** closes the window.

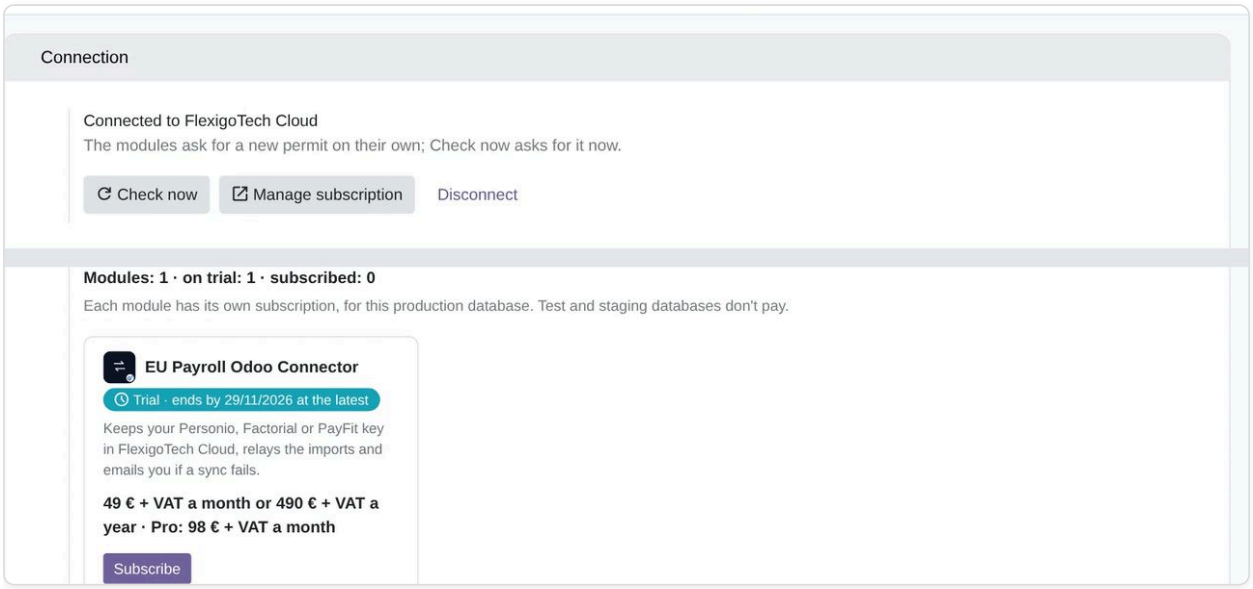
The same, from Settings

In **Settings › FlexigoTech Cloud** is the full list of what the database sends. Tick the box, enter the email and click **Accept and connect**. If you already have an account at app.flexigotech.com, the field **Do you have a code from your account?** links the database to it (the code is valid for 10 minutes).



- **Real Odoo 20 screenshot.** Settings › FlexigoTech Cloud, before connecting: the box ticked, the email and **Accept and connect**.

With the database connected, the **Modules** block shows each module with its status: **On trial** and the date it ends, **Subscribed**, etc. From there you choose the plan (Standard or Pro, monthly or yearly) and click **Subscribe**: payment is made on the Stripe page, outside Odoo.



- **Real Odoo 20 screenshot.** Settings › FlexigoTech Cloud with the database connected and the connector on trial.

PLAN	PRICE	INCLUDES
Standard	€49 per month or €490 per year	Support response within 1 working day, up to 3 accounts

PLAN	PRICE	INCLUDES
Pro	€98 per month or €980 per year	Response within 4 working hours, up to 10 accounts and video call if needed

Prices exclude VAT. If you do not subscribe when the trial ends, the service stops and nothing is charged; your data stays in your Odoo. **Check now** requests the permission immediately (otherwise the module renews it automatically every 6 hours).

> You cannot start a trial on a neutralised copy (staging) or on a database with demo data: Settings says so with "This database is a neutralised copy or has demo data, so trials can't be started here."

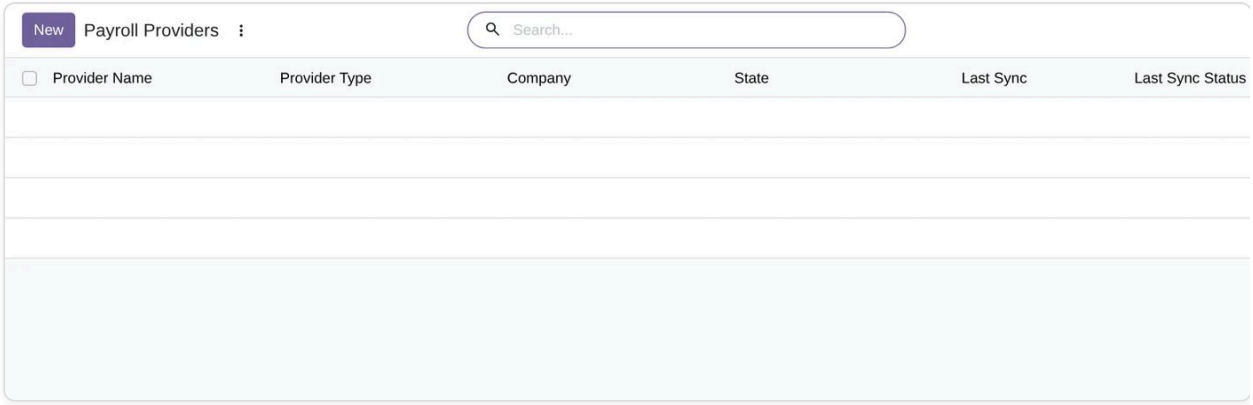
USER MANUAL · PERSONIO, FACTORIAL & PAYFIT

5 Connecting your provider

Each connection with Personio, Factorial or PayFit is created as a provider, in **EU Payroll Connectors › Providers**.

1 Open the providers menu

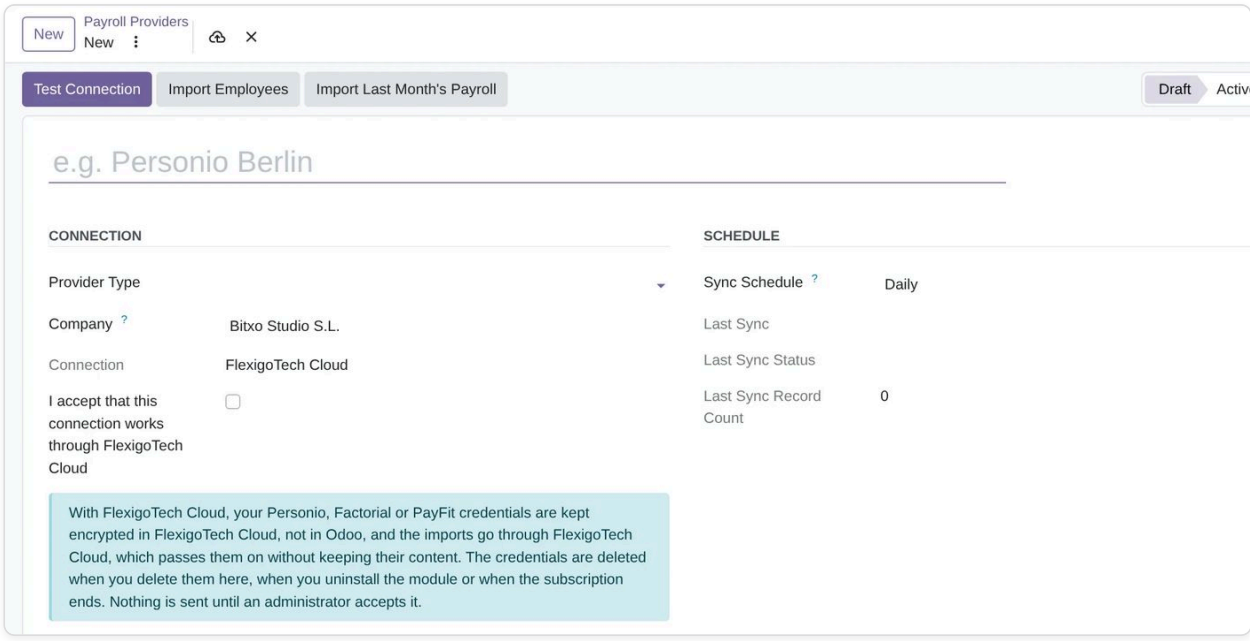
Go to **EU Payroll Connectors › Providers**. The **Payroll Providers** list opens. If there are none yet, the list is empty.



- **Real Odoo 20 screenshot.** The **Payroll Providers** list before creating any provider.

2 Click New

The provider form opens in **Draft** status. The **Connection** already comes set to **FlexigoTech Cloud** and is not changed.



- **Real Odoo 20 screenshot.** The form for a new provider, with the **Connection** group.

3 Fill in the name, type and company

Type the name of the connection at the top, in large type (while it is empty it shows "e.g. Personio Berlin"), for example "Factorial Madrid". Choose the **Provider Type**: **Personio**, **Factorial** or **PayFit**. Check the **Company** this connection serves.

4 Accept the connection with FlexigoTech Cloud

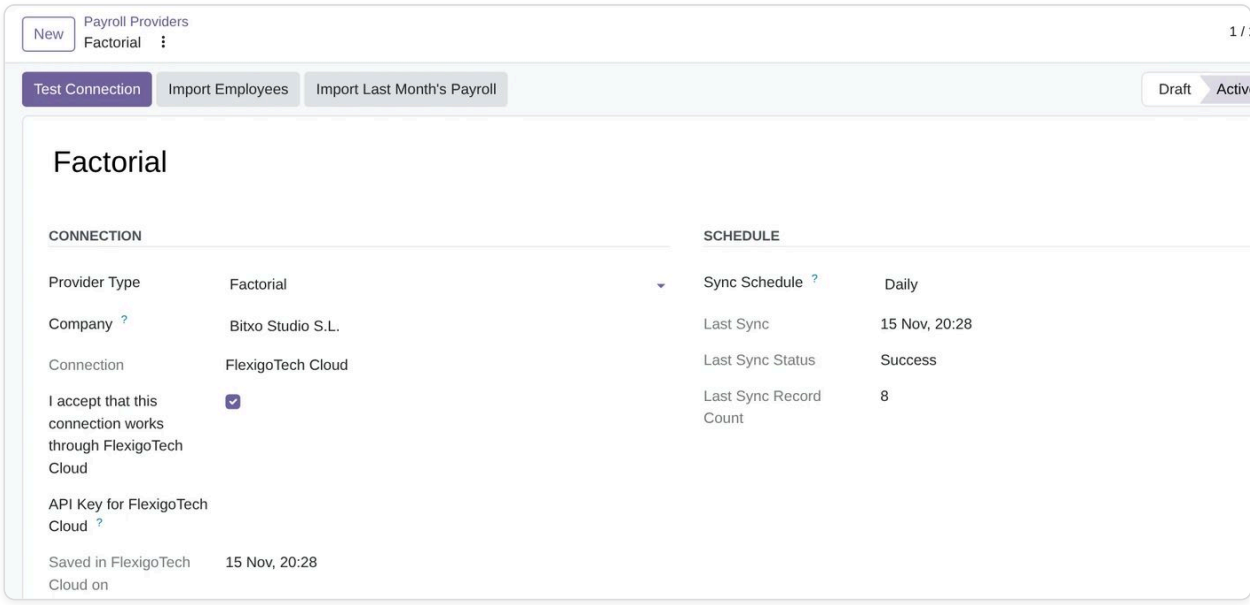
Tick **I accept that this connection works through FlexigoTech Cloud**. While it is not ticked, nothing is sent and the credential is not saved.

5 Enter the credentials

In Personio, fill in **Client ID for FlexigoTech Cloud** and **Client Secret for FlexigoTech Cloud**: you need both. In Factorial and PayFit, fill in **API Key for FlexigoTech Cloud**. In PayFit, also enter the **PayFit Company ID**: it is required, because through FlexigoTech Cloud the connector can't read it from PayFit (PayFit shows it in its settings).

6 Save the provider

The credential travels once, encrypted, to FlexigoTech Cloud and Odoo does not store it. Afterwards, the field **Saved in FlexigoTech Cloud on** shows the date and time it was saved.



- **Real Odoo 20 screenshot.** A Factorial provider with the credential saved: **Saved in FlexigoTech Cloud on** appears.

7 Set the provider to Active

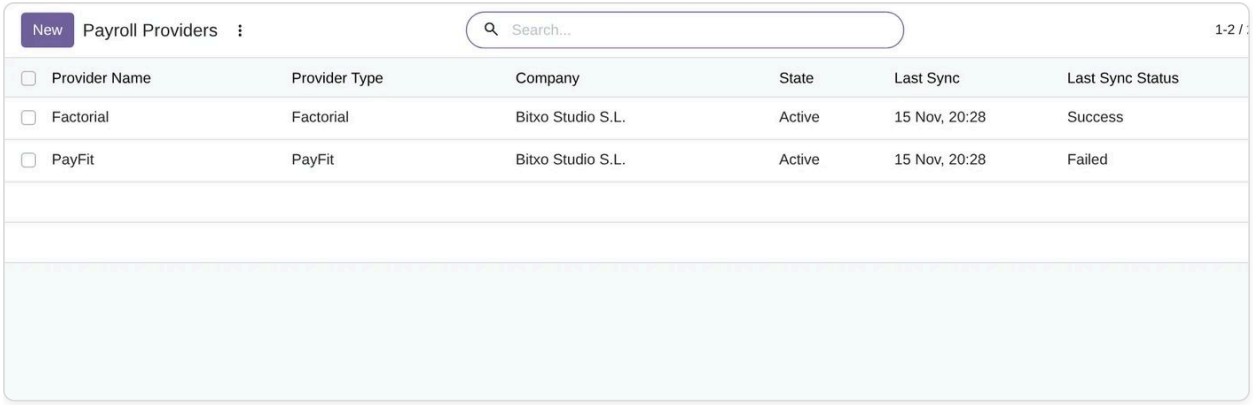
Click **Active** in the status bar at the top. Only in **Active** do the scheduled syncs run; in **Draft** it is just preparation, and in **Inactive** it is switched off.

8 Click Test Connection

Odoo identifies itself to the platform and reads a record. If it fails, the message "Connection test failed:" appears with the reason.

> Only an administrator can accept the consent and enter the credentials: nobody else can see those fields. If the consent is missing, Odoo replies "Accept first that this connection works through FlexigoTech Cloud: nothing was sent and nothing was saved." In Personio, if the ID or the secret is missing, it replies "Enter both the Personio client ID and client secret: nothing was sent."

After that, the data arrives on its own and also whenever you want. Two scheduled tasks, **Payroll SaaS: import employees (Personio / Factorial / PayFit)** and **Payroll SaaS: import payroll results (Personio / Factorial / PayFit)**, come active and run each day for the connections in **Active** that are due that day according to their **Sync Schedule** and that have the credential saved in FlexigoTech Cloud. With the **Import Employees** button you bring in the employees right away, and with **Import Last Month's Payroll** you bring in the previous month's payroll. Each import is recorded in **EU Payroll Connectors › Sync Logs**.

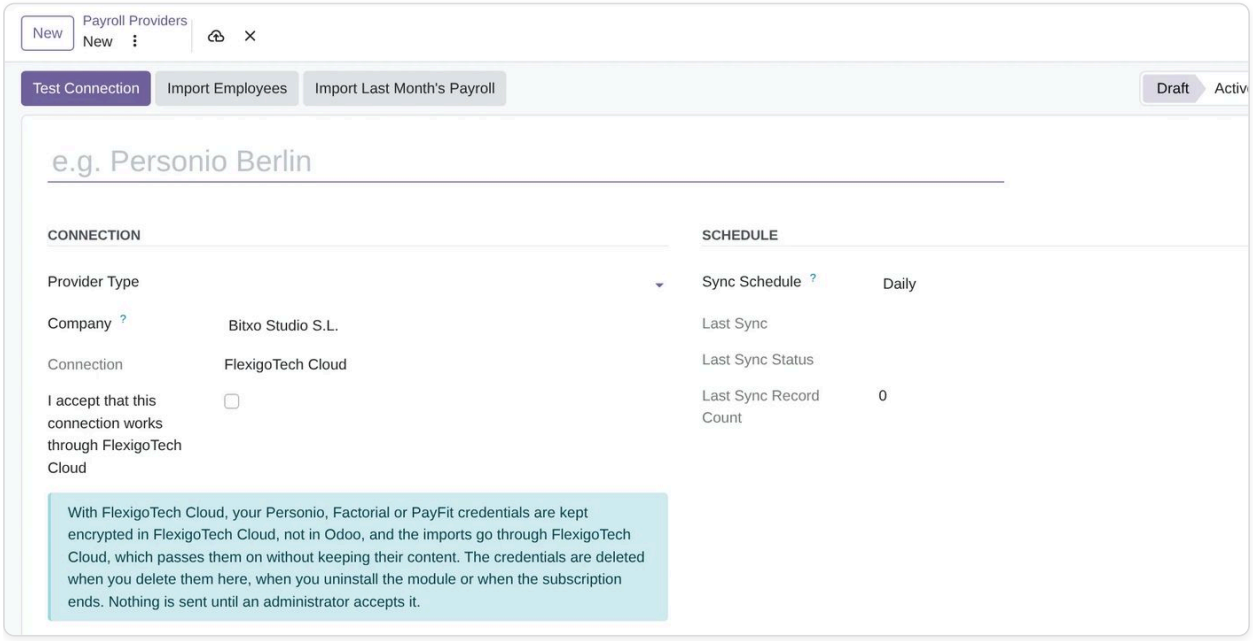


- **Real Odoo 20 screenshot.** The **Payroll Providers** list with a Factorial provider and a PayFit provider, showing their status and last sync.

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6 The connection options

On each provider's form you choose when it synchronises and which accounting accounts it uses when posting payroll to accounting.



- **Real Odoo 20 screenshot.** The form for a new provider, with the **Connection** group and the FlexigoTech Cloud acceptance box.

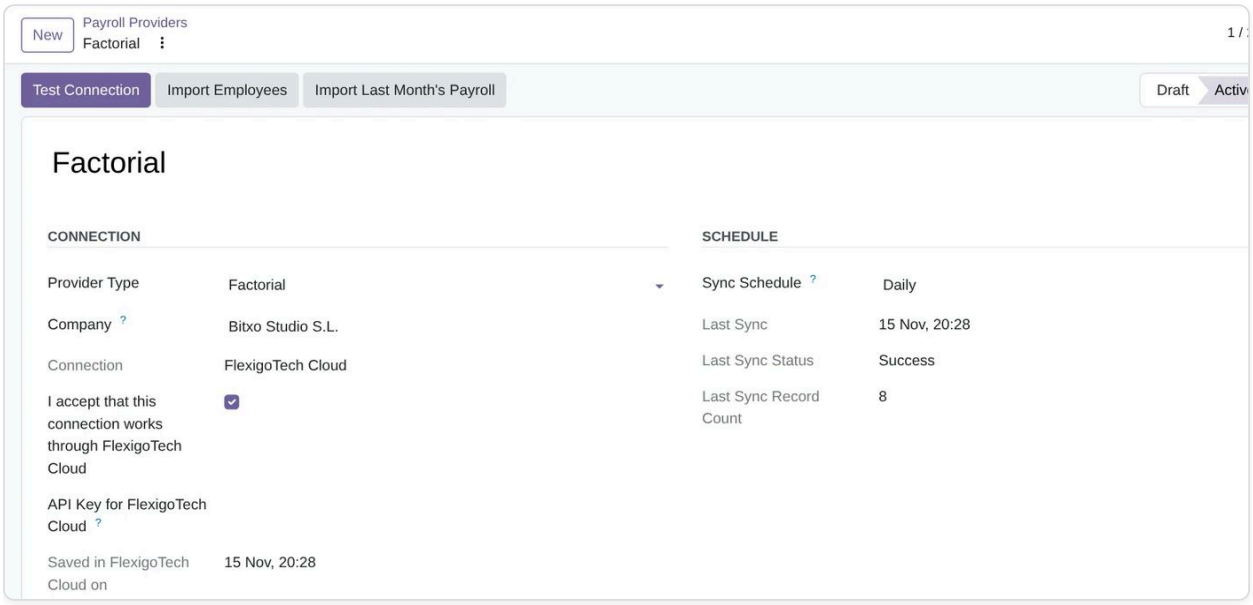
OPTION	WHEN CREATING IT	WHAT IT DOES
Connection	**FlexigoTech Cloud**	States the route the connection takes: through **FlexigoTech Cloud**. Not changed.
I accept that this connection works through FlexigoTech Cloud	Unchecked	It must be ticked before saving the credentials. Without it, nothing is sent or saved.
Sync Schedule	**Daily**	Decides when the scheduled tasks sync this provider: **Daily**, **Weekly** or **On-Demand Only**.

OPTION	WHEN CREATING IT	WHAT IT DOES
Day of Week	Empty	Enter the day of the week, from **Monday** to **Sunday**, for the weekly schedule.
Auto-Post GL Entries	Off	If you switch it on, once each import finishes the payslips that can be posted are posted automatically: one journal entry per payslip in Factorial and one per month in PayFit France.
GL: Wages Expense	Empty	Wages expense account.
GL: Income Tax Withheld	Empty	Account for the tax withholdings. It also receives each employee deduction that has no account of its own in **Deduction Mappings**.
GL: Social Contributions	Empty	Liability account where the employer contributions are credited.
GL: Employer Contributions Expense	Empty	Expense account for the employer contributions.
GL: Net Salaries Payable	Empty	Account for net salaries payable.
Import PayFit payroll journal (France)	Off	PayFit only: also downloads the monthly payroll journal as CSV. PayFit offers it only to French companies.

The name, the **Provider Type** and the **Company** are chosen when you create the record. The status starts at **Draft**: scheduled syncs only run once you switch it to **Active**. If you set the record to **Inactive**, it is deactivated. A connection cannot change route once created.

7 Import employees

Here you bring the employees from Personio, Factorial or PayFit into Odoo, either with a button or on a schedule.



- **Real Odoo 20 screenshot.** Factorial connection record, with the **Import Employees** and **Import Last Month's Payroll** buttons in the header.

Where each piece of data comes from

Employees arrive by two routes. The first is the scheduled task **Payroll SaaS: import employees (Personio / Factorial / PayFit)**, which runs every day and is switched on. The second is the **Import Employees** button on the connection record, which starts the import straight away.

How often the task syncs each connection is set in the **Sync Schedule** field: **Daily**, **Weekly** or **On-Demand Only**. With **Weekly**, **Day of Week** appears so you can choose the day. The task only syncs connections in **Active** status with the credential saved in FlexigoTech Cloud.

Each employee on the platform is matched with one in Odoo, first by their platform identifier, then by work email, then by identity document number. If none matches, the employee is created in the connection's company. Their name and work email are then set and, if the platform provides them, with Factorial their mobile, date of birth and identity document, and with PayFit their date of birth. An employee who leaves the platform is not archived in Odoo.

Record buttons

Test Connection	Checks that Odoo authenticates against the platform and can read a record.
Import Employees	Imports the employees from the platform into Odoo.
Import Last Month's Payroll	Imports last month's payroll.

Connection statuses

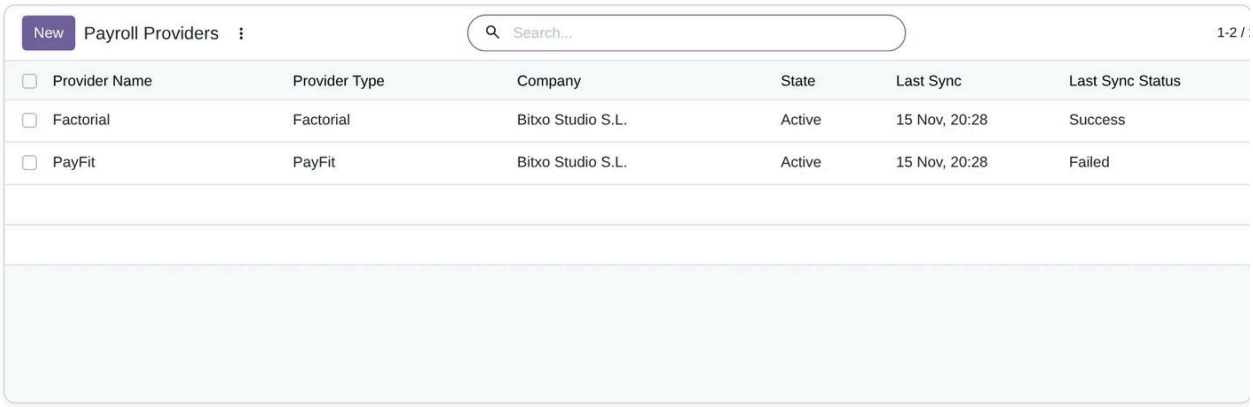
Draft	The connection is being prepared.

Active	Scheduled syncs run.
Inactive	The connection is deactivated.

How to do it

1 Open the list of connections

Go to **EU Payroll Connectors › Providers** and open the connection.



- **Real Odoo 20 screenshot.** Lists **Payroll Providers** with the Factorial and PayFit connections.

2 Click Import Employees

Odoo brings the employees from the platform and matches them with the ones you already have.

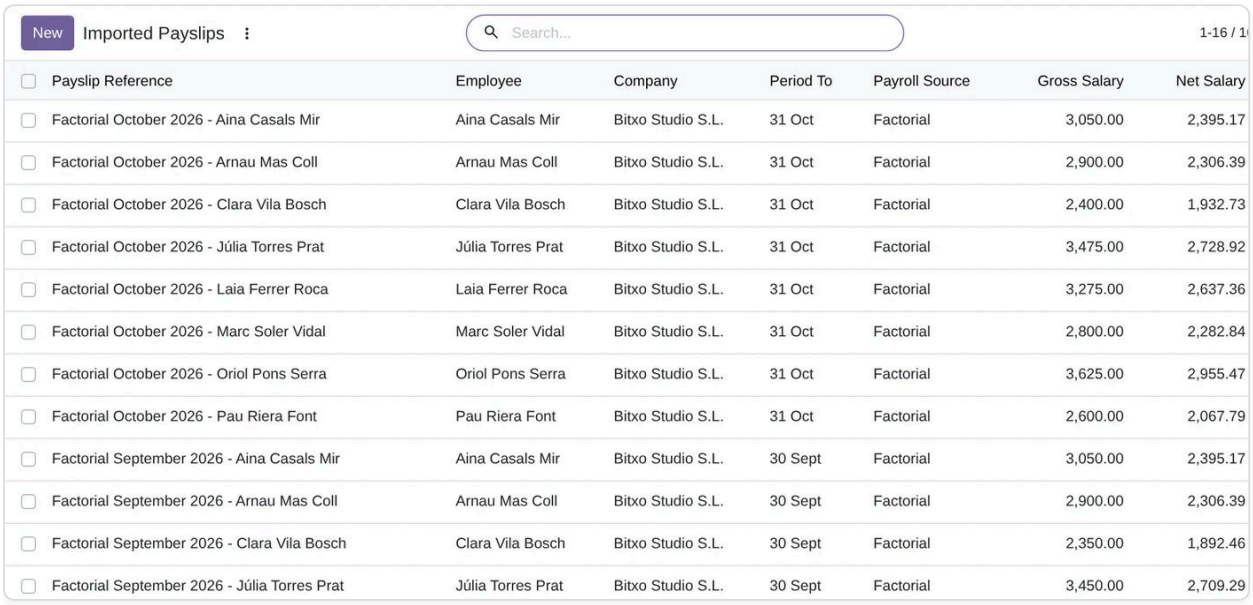
3 Check the result

The **Last Sync** and **Last Sync Status** fields on the record and the **EU Payroll Connectors › Sync Logs** list show how it went.

> The connection to the platform only works with a FlexigoTech Cloud subscription or during its trial. Importing is one-way: the data goes from the platform to Odoo, not the other way round.

8 Imported payslips

Each imported payslip is the result for one employee and one month, which the connector brings from Personio, Factorial or PayFit, with its amounts and lines.



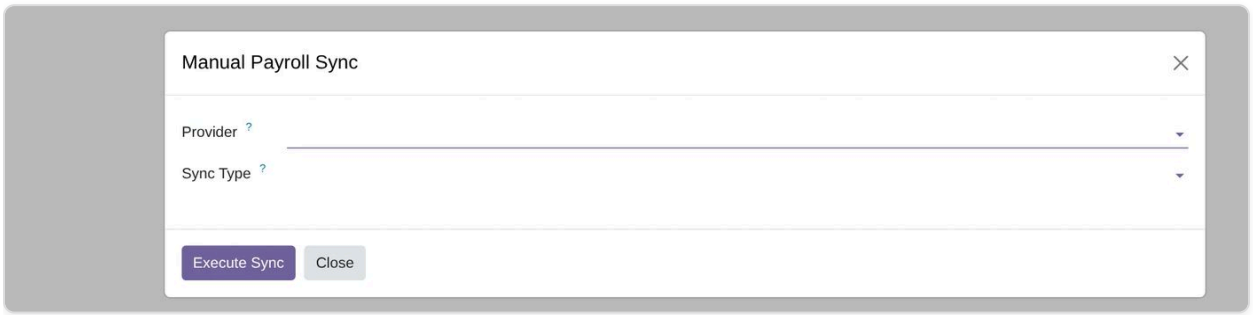
Payslip Reference	Employee	Company	Period To	Payroll Source	Gross Salary	Net Salary
Factorial October 2026 - Aina Casals Mir	Aina Casals Mir	Bitxo Studio S.L.	31 Oct	Factorial	3,050.00	2,395.17
Factorial October 2026 - Arnau Mas Coll	Arnau Mas Coll	Bitxo Studio S.L.	31 Oct	Factorial	2,900.00	2,306.39
Factorial October 2026 - Clara Vila Bosch	Clara Vila Bosch	Bitxo Studio S.L.	31 Oct	Factorial	2,400.00	1,932.73
Factorial October 2026 - Júlia Torres Prat	Júlia Torres Prat	Bitxo Studio S.L.	31 Oct	Factorial	3,475.00	2,728.92
Factorial October 2026 - Laia Ferrer Roca	Laia Ferrer Roca	Bitxo Studio S.L.	31 Oct	Factorial	3,275.00	2,637.36
Factorial October 2026 - Marc Soler Vidal	Marc Soler Vidal	Bitxo Studio S.L.	31 Oct	Factorial	2,800.00	2,282.84
Factorial October 2026 - Oriol Pons Serra	Oriol Pons Serra	Bitxo Studio S.L.	31 Oct	Factorial	3,625.00	2,955.47
Factorial October 2026 - Pau Riera Font	Pau Riera Font	Bitxo Studio S.L.	31 Oct	Factorial	2,600.00	2,067.79
Factorial September 2026 - Aina Casals Mir	Aina Casals Mir	Bitxo Studio S.L.	30 Sept	Factorial	3,050.00	2,395.17
Factorial September 2026 - Arnau Mas Coll	Arnau Mas Coll	Bitxo Studio S.L.	30 Sept	Factorial	2,900.00	2,306.39
Factorial September 2026 - Clara Vila Bosch	Clara Vila Bosch	Bitxo Studio S.L.	30 Sept	Factorial	2,350.00	1,892.46
Factorial September 2026 - Júlia Torres Prat	Júlia Torres Prat	Bitxo Studio S.L.	30 Sept	Factorial	3,450.00	2,709.29

- **Real Odoo 20 screenshot.** The **Imported Payslips** list with the October payslips from Factorial.

It opens at **EU Payroll Connectors › Imported Payslips**. The list shows the reference, employee, company, end of the period, source, gross, net and whether it is posted.

Where they come from

- The scheduled task **Payroll SaaS: import payroll results (Personio / Factorial / PayFit)** imports them every day and is switched on.
- From **EU Payroll Connectors › Run a Sync** you choose the provider, the type of sync and the month, and click **Execute Sync**.



- **Real Odoo 20 screenshot.** The **Manual Payroll Sync** wizard with **Execute Sync**.

What each payslip shows

Gross Salary	The gross payslip amount.
Employee Deductions	The employee deductions.

Tax Withholding	The tax withholding. Only the PayFit France journal brings it; in Factorial it is included in the employee deductions.
Social Contributions	Always shows 0: the connector does not fill it from any platform.
Employer Contributions	The employer contributions.
Net Salary	The net amount. With PayFit France, the one from the journal; otherwise, the gross minus the deductions and the withholding.
Post to Ledger	Button that posts the payslip. It is hidden if the payslip is already posted or cannot be posted.

On the record you also see the period, the **SaaS Run ID**, the provider connection, the sync log and the payslip lines, all read-only except the period and the run identifier.

Statuses

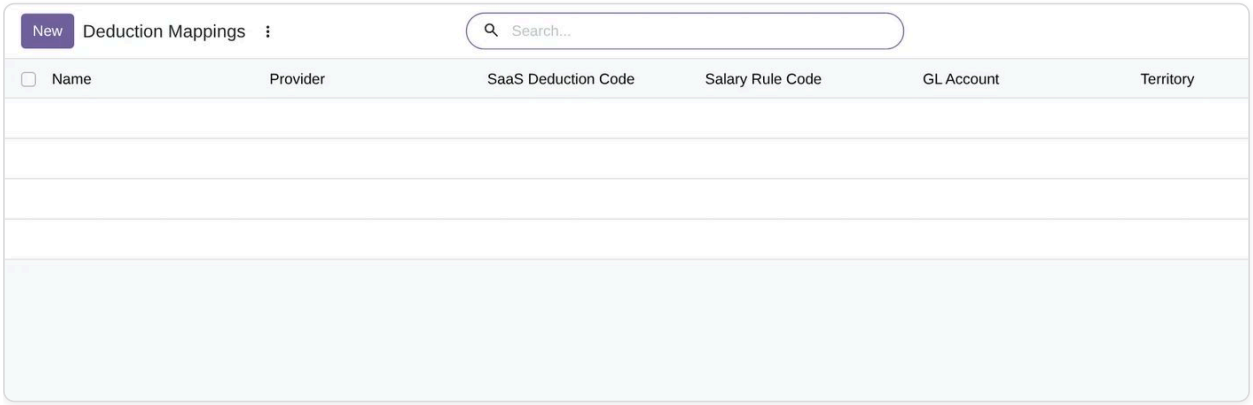
The payslip has no status of its own: the **GL Posted** checkbox shows whether it is already posted. When it is, the record shows the entry and the date and time it was posted.

> Factorial payslips and the PayFit payslips that bring the French payroll journal are posted. Personio payslips, and PayFit payslips without a journal, do not bring the full breakdown and do not show **Post to Ledger**. With Factorial, the provider needs its accounts set up first.

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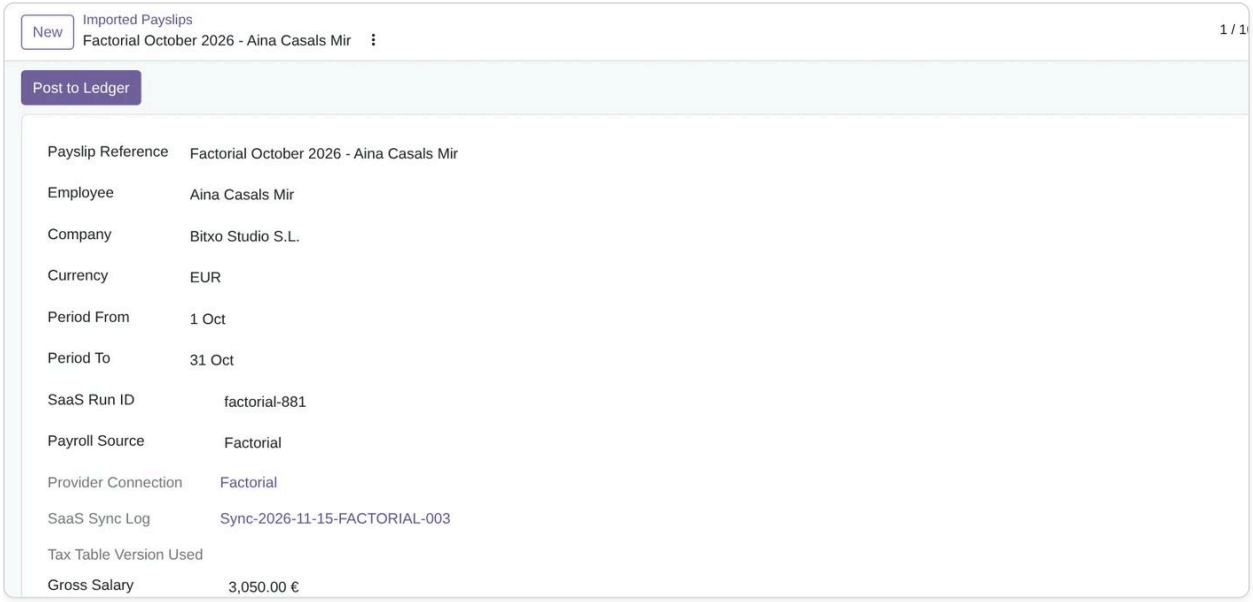
9 Posting payslips

From an imported Factorial payslip, or from the PayFit France journal, the **Post to Ledger** button generates the journal entry and sends each deduction to the account you have set.



- **Real Odoo 20 screenshot.** The **Deduction Mappings** list, still empty, with its columns **Name**, **Provider**, **SaaS Deduction Code**, **Salary Rule Code**, **GL Account** and **Territory**.

Payslips arrive on their own with the scheduled task **Payroll SaaS: import payroll results (Personio / Factorial / PayFit)**, which runs every day and is switched on. You find them at **EU Payroll Connectors › Imported Payslips**. You create the account for each deduction yourself at **EU Payroll Connectors › Deduction Mappings**. When posting, the connector uses the active mapping for that code on that provider, without checking the territory or the dates.



- **Real Odoo 20 screenshot.** The payslip for Aina Casals Mir with the **Post to Ledger** button at the top.

Post to Ledger	Posts the payslip. It is hidden when the payslip is already posted or when **Can Post to Ledger** is not ticked.
Can Post to Ledger	Ticked automatically on Factorial payslips and on PayFit payslips with the French payroll journal: these are the ones that bring the full breakdown.
GL Posted	Ticked when the journal entry is done.
GL Posting	The generated journal entry.
GL Posted Timestamp	When it was posted.

How posting works

1. **Set up the deduction accounts**

   In **EU Payroll Connectors › Deduction Mappings** click **New** and enter **Name**, **Provider**, **SaaS Deduction Code** (in Factorial, the concept ID; in PayFit, the journal account number), **Salary Rule Code**, **GL Account** and **Territory**. The form does not label each field: they run one under another, in this order.

2. **Open the payslip**

   Go to **EU Payroll Connectors › Imported Payslips** and open the one you want to post.

3. **Click Post to Ledger**

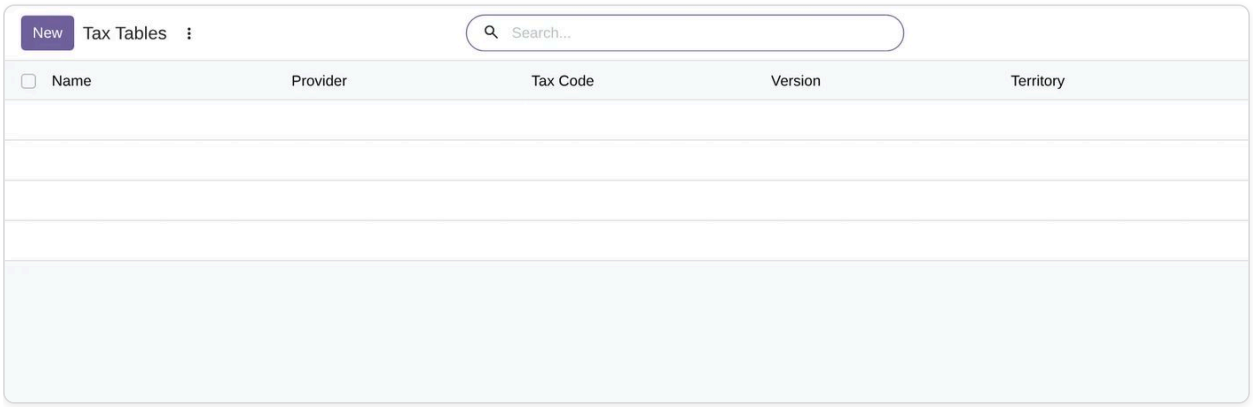
   The journal entry is created and validated, and the payslip is left with **GL Posted** ticked.

In Factorial you get one journal entry per payslip. In PayFit France you get one journal entry per month, with all the pending payslips from that run, line by line from the PayFit payroll journal.

> It does not post if the provider is missing the salaries, withholdings and net payable accounts (and, with employer contributions, both contribution accounts), if there is no general journal, if the account for any PayFit code is missing, or if the PayFit journal does not balance. In that case nothing is posted.

10 Tax Tables

In **EU Payroll Connectors › Tax Tables** you store your tax tables for reference alongside the imported payroll.



- **Real Odoo 20 screenshot.** The **Tax Tables** list with the columns **Name**, **Provider**, **Tax Code**, **Version**, **Territory** and **Tax Rate (%)**.

The tables do not come from any platform. You create them yourself with **New**, and each one is linked to a provider. A scheduled task, **Daily: Check Expired Tax Tables**, writes to the server log (not to Odoo) a warning for each active table that has already expired. It is switched off when the module is installed.

Table fields

Name	A name that helps you find it, for example "2026 German Lohnsteuer".
Provider	The provider the table belongs to.
Tax Code	The table code, for example SPAIN_IRPF_2026.
Version	The table version, so you can record which one you are using.
Territory	**Spain**, **Germany**, **Austria** or **Multi-Country**.
Tax Rate (%)	For a flat rate, such as 0.19 for 19%.
Tax Formula (JSON)	For progressive bands: a JSON list with min, max and rate for each band, with the keys in quotes.
Effective From	From when it applies. It defaults to today's date.
Effective To	Until when it applies. Leave it empty if the table has no end date.
Active	A checkbox that is ticked when the table is created.
Last Synced from Provider	Read only. The connector does not fill it in.
Source Version	Where the table comes from, for example the reference of the official bulletin.

Statuses

The table has no statuses of its own. It is active or not depending on the **Active** checkbox and its effective dates.

How to create a table

1. **Open the list**
   Go to **EU Payroll Connectors › Tax Tables** and click **New**.

2. **Fill in the required fields**
   Enter **Name**, **Provider**, **Tax Code**, **Version**, **Territory** and **Effective From**. The form does not label each field: they appear one below the other, in the order of the table above.

3. **Choose a flat rate or bands**
   Enter the rate in **Tax Rate (%)** or the bands in **Tax Formula (JSON)**.

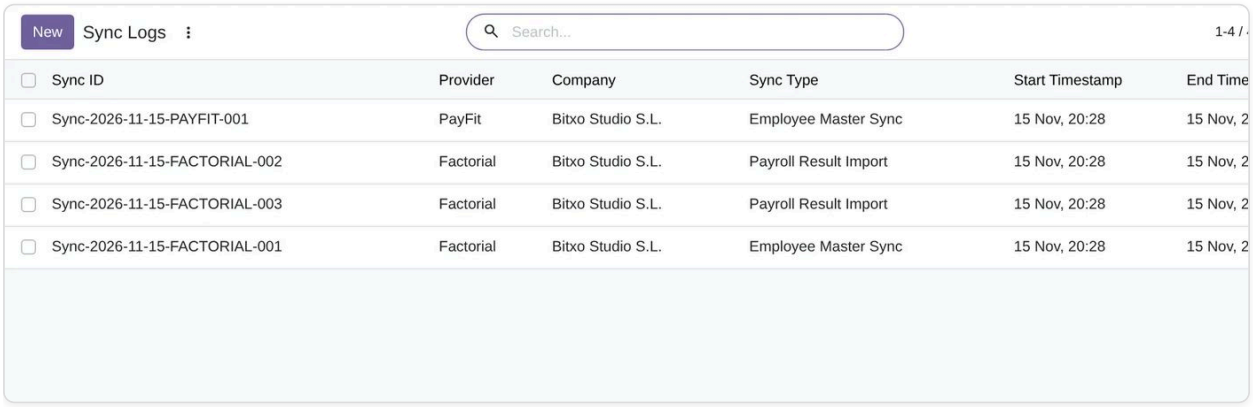
4. **Save**
   Odoo checks the table when you save and warns you if anything does not add up.

> Tax tables are for reference only: they are not applied to the imported payroll.

USER MANUAL · PERSONIO, FACTORIAL & PAYFIT

11 Sync logs

Each time the connector imports employees or payroll it creates a record, and if a sync fails it stores the error and lets you run it again with **Retry**.



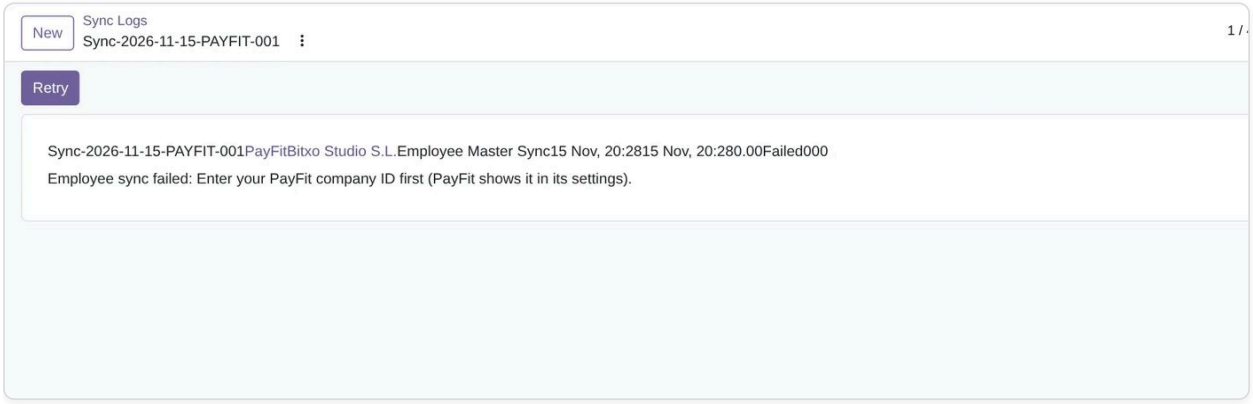
- **Real Odoo 20 screenshot.** The **Sync Logs** list with the four Factorial and PayFit syncs.

Where each record comes from

- The scheduled task **Payroll SaaS: import employees (Personio / Factorial / PayFit)** runs every day and is active.
- The scheduled task **Payroll SaaS: import payroll results (Personio / Factorial / PayFit)** runs every day and is active.
- The **Execute Sync** button in **Manual Payroll Sync**, under **EU Payroll Connectors › Run a Sync**, and the **Import Employees** and **Import Last Month's Payroll** buttons on the provider's form.

Open the list under **EU Payroll Connectors › Sync Logs**. Each row shows **Sync ID**, **Provider**, **Company**, **Sync Type**, **Start Timestamp** and **End Timestamp**. When you open one, its form shows its details without labels, one below the other: the name, the provider, the company, the type, the month (for payroll syncs), the start, the end,

the duration in seconds, the status, the number of records processed, failed and skipped, and the error message. The connector creates two types: **Employee Master Sync** and **Payroll Result Import**.



- **Real Odoo 20 screenshot.** A **Failed** record with its error message and the **Retry** button.

Retry	Runs the failed sync again. The new attempt has its own record. It only appears when the status is **Failed**.
The error message	What failed, as returned by the provider or the connector.
The month	For a payroll import, the month that was requested: retrying imports that month again.

Statuses

Each record ends as **Success**, as **Partial Success** (some records did not go through) or as **Failed**.

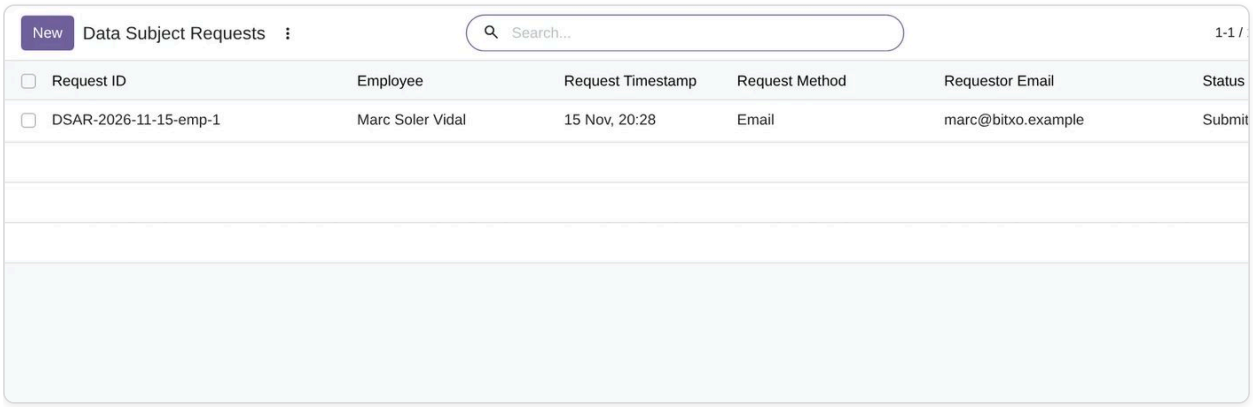
How to rerun a failed sync

1. **Open the record**
   Go to **EU Payroll Connectors › Sync Logs** and open the record with **Failed** status.
2. **Read the error**
   The error message at the bottom of the form states the cause.
3. **Fix the cause**
   For example, complete the data the message asks for on the provider's form.
4. **Click Retry**
   The sync runs again and creates a new record.

> Records cannot be deleted or edited: Odoo shows "Cannot delete immutable sync logs. Use soft-delete (mark anonymized) instead." and "Cannot edit immutable sync logs after creation.". **Retry** only works on **Failed** records: otherwise you get "Can only retry failed syncs.".

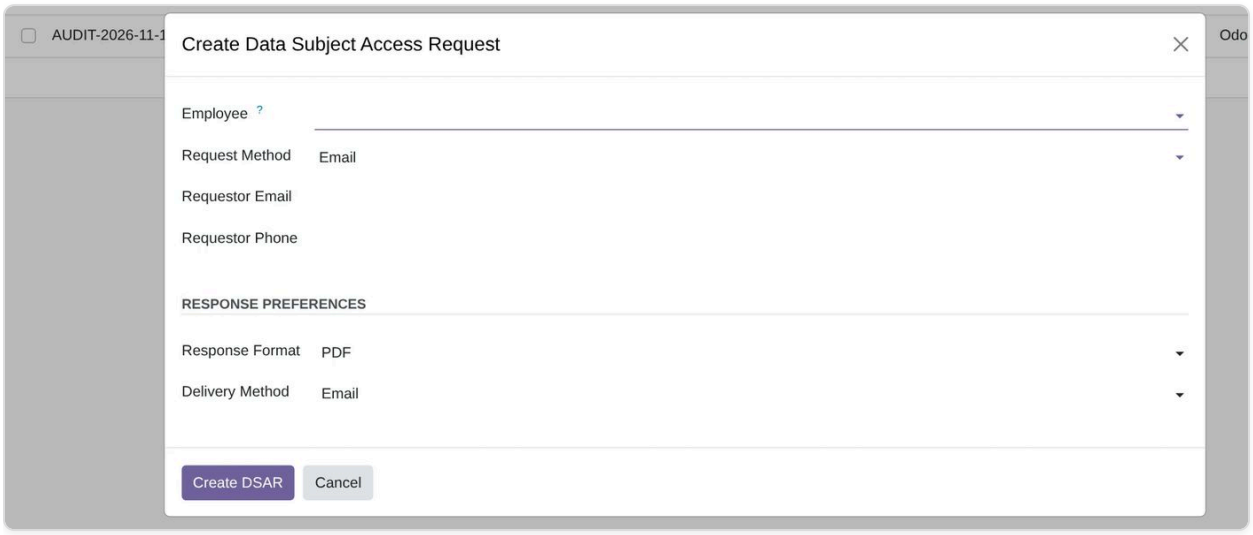
12 Data Subject Requests (DSAR)

Here you track each request for access to an employee's data, from the moment you register it until you close it, with a deadline 30 days out.



- **Real Odoo 20 screenshot.** The list of requests with a request in **Submitted** status.

Go to **EU Payroll Connectors › Data Subject Requests** to see the list. To create a request, use **EU Payroll Connectors › New Data Subject Request**. No scheduled task creates requests: a person registers them. When created, the module gives them a **Request ID** and a deadline 30 days from that day. That deadline is the module's own: GDPR gives one month from receiving the request, extendable by two more months if needed (Article 12.3), and one month is not always 30 days. Each request's form shows its details without labels, one below the other.



- **Real Odoo 20 screenshot.** The **Create Data Subject Access Request** wizard, with **Create DSAR**.

The request buttons

Verify Identity	Marks the requester's identity as verified. It is hidden if already verified or if the request is closed or rejected.
Compile Data	Prepares a JSON attachment with what the module holds on the employee: their sync data, their imported payroll with its lines, and their audit entries. The attachment goes out with **Send Response**; the request form does not show it. It is hidden when compilation is already complete or if the request is closed or rejected.

Check Redaction	Marks the redaction as reviewed and notes it in the redaction notes: the export now only includes this employee's payroll and audit entries. It only appears once the data is compiled and the redaction is not yet complete.
Response Ready	Prepares the response. It only appears once the redaction is complete.
Send Response	Queues an email to the **Requestor Email** with the JSON attachment. It only appears when the response is ready and not yet sent.
Close Request	Closes the request. It is hidden if the request is already closed or rejected.

Statuses

A request you create with the wizard starts in **Submitted**; **Verify Identity** moves it to **In Review** and **Close Request** to **Closed**. The **Status** list has other values, such as **Awaiting Data** or **Rejected**, that no button sets.

Steps

1. **Verify the identity**
   Click **Verify Identity**.
2. **Compile the data**
   Click **Compile Data**.
3. **Check the redaction**
   Click **Check Redaction**.
4. **Prepare the response**
   Click **Response Ready**.
5. **Send**
   Click **Send Response**: the email is queued and the time is recorded.
6. **Close**
   Click **Close Request** before the deadline.

> The response cannot be sent without verifying the identity, without compiling the data, twice, or on a closed or rejected request. The delivery confirmed checkbox, the last one on the form, is ticked by you when the employee confirms they have received it.

13 What happens automatically

The connector pulls employees and payroll from Personio, Factorial and PayFit through four scheduled tasks: two are switched on by default when installed, and two are switched off.

TASK	FREQUENCY	WHAT IT DOES
Payroll SaaS: import employees (Personio / Factorial / PayFit)	Every day, switched on	Imports employees to Odoo from the connections marked **Active** that are due that day according to their **Sync Schedule**.
Payroll SaaS: import payroll results (Personio / Factorial / PayFit)	Daily, on	Imports payroll for last month and the current month. Payslips not yet posted are updated with the new import.
Daily: Anonymize Expired Audit Logs (GDPR Art. 17)	Daily, off	Anonymises audit log entries whose retention date has passed. The connector does not set that date on any entry, so today it anonymises nothing.
Daily: Check Expired Tax Tables	Daily, off	Writes a warning to the server log (not to Odoo) for each active tax table that has already expired.

Frequencies are changed in **Settings › Technical › Automation › Scheduled Actions**, with developer mode enabled. You will also find the two switched-off tasks there so you can turn them on.

14 If something goes wrong

The most common cases and where to look for each one.

No trial or subscription	Connections go through **FlexigoTech Cloud**. Without the trial or subscription, the connector cannot talk to Personio, Factorial or PayFit. Check your subscription status in the FlexigoTech Cloud block of Odoo's general settings.
You have not accepted the use of FlexigoTech Cloud	Tick **I accept that this connection works through FlexigoTech Cloud** on the connection and save. While it is not ticked, Odoo replies "Accept first that this connection works through FlexigoTech Cloud: nothing was sent and nothing was saved."
Incomplete credentials	Personio needs both **Client ID for FlexigoTech Cloud** and **Client Secret for FlexigoTech Cloud**; if one is missing, you will see "Enter both the Personio client ID and client secret: nothing was sent." Factorial and PayFit use **API Key for FlexigoTech Cloud**. The date in **Saved in FlexigoTech Cloud on** shows when they were saved.
You cannot view or change the credentials	Only an Odoo administrator can see and fill in those fields. If the connection already has saved credentials, you cannot change its **Provider Type** until you delete them with **Delete my credentials from FlexigoTech Cloud**.
A payslip does not post	If the payslip does not include the full breakdown, as with Personio, **Post to Ledger** does not appear. With Factorial, check that the provider has its accounts set; with PayFit France, check that each journal code has an account in **Deduction Mappings** or an account with that code.

You do not know what the platform replied	Open **EU Payroll Connectors › Sync Logs**. Each sync records its result and, if it failed, the error message and the **Retry** button.

If FlexigoTech Cloud rejects a call from a scheduled task, that sync is treated as a pause: no record of it is kept, it is not marked as failed, and FlexigoTech Cloud is notified. If the rejection applies to the whole database, no further cloud calls are made in that run. If it applies only to one connection, the others continue.

15 Support

Get in touch to install it, configure it or with any questions. On the Standard plan we reply within 1 working day; on Pro, within 4 working hours, and if needed we can go through it on a video call. Tell us your Odoo version, the module version and, if there is an error, its full text.

Email

To install it, set it up or for any question.
comercial@flexigotech.com

On the web

The connector page, with the guide and the prices.
flexigotech.com/en/eu-payroll-saas-connectors.html

On Odoo Apps

The module page on the Odoo store.
apps.odoo.com

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