

Attribute source connectors and our use of StackOne

Last Modified on 14.08.2026

Userlane is adding a way to bring user attributes such as job title, department and manager into Userlane directly from the systems where that information already lives. To make these connections, Userlane will use StackOne as a sub-processor. This page explains what that means, what data is involved, and how to opt out if you prefer not to use it.

What is changing

Today, if you want Userlane to know a person's role or department, you either pass those attributes through your single sign-on setup, upload them as a spreadsheet, or send them through the Userlane API.

Attribute source connectors add a fourth option. An administrator connects a system once, and Userlane keeps the attributes from that system up to date on a schedule.

The systems you can connect will include identity providers, HR systems, service management tools, and CRMs. The current list is shown on the Attribute sources page in your settings, and it will keep growing.

This matters if your role and department information is spread across several systems, which is common. Role data often sits in an HR system for some people and in a service desk or CRM for others.

What StackOne does

StackOne is an integration provider. It handles the connection between Userlane and the system you are connecting, so that Userlane does not need to build and maintain a separate integration for every vendor.

When your administrator connects a system, they authorise the connection in a StackOne window using their credentials for that system. Userlane does not see or store those credentials.

What data is involved

Only the fields needed to describe a person in your organisation:

- The email address used to match the record to a Userlane user
- Attribute values such as job title, department, manager, and employment status

The connection is read-only. Userlane does not write anything back to your system.

StackOne processes this data only to provide the connection between your system and Userlane. It is not used for analytics or benchmarking. Userlane holds the attribute values. StackOne keeps operational logs for troubleshooting and security, as any service provider does.

Using connectors is your choice

Nothing changes for you unless someone in your organisation decides to connect a system. There is no default connection and no automatic migration. An administrator has to open the Attribute sources page in settings

and connect a system deliberately.

If your organisation does not want data flowing through StackOne, do not connect a system. The three existing methods continue to work exactly as they do today:

- **Single sign-on.** Pass attributes as claims in your existing SSO setup.
- **Spreadsheet upload.** Upload attributes manually.
- **Userlane API.** Send attributes programmatically, including in bulk.

None of these involve StackOne.

Questions

If you have questions, contact your Customer Success Manager or privacy@userlane.com.
