

Service Information



Pin-Code decryption robotic mower

To decrypt your PIN code, we need following information:

First name:	Last name:
Address:	ZIP code:
City:	E-Mail:
Date of purchase:	Phone number:
Serial number (Serial No.): (9-digit number on the silver product label or also with the Update Tool on our website via USB cable)	Product Key (8-letter code): (can be found on the flyer in the packaging)
Product number (Product No.): (9-digit number on the silver product label)	Have you registered your robotic mower online? Yes <input type="checkbox"/> No: <input type="checkbox"/>
Security code: Please read out the Security code with the Update Tool on our website via the USB cable. Please find information how to connect the software and the robotic mower on the website. Follow step 1, 2 and 3. "Retrieve lost PIN Code" appears at the bottom left. There you find the Serial number and „encrypted PIN-Code“ (Security code) of your robotic mower.	Please enter Security code the "copy / paste" function:

In the event, that you can no longer find the Product Key, we also require following information, in order

to exclude theft: A copy of the purchase receipt of the robotic mower.

If you no longer have a proof of purchase, then we need a copy of your ID card.

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The data will of course be treated confidentially and exclusively in accordance with the data protection regulations printed below as a part of the service you have ordered.

We point out that if the robotic lawnmower is listed as "stolen" in our database, we will contact the registered owner with the information that they may contact the criminal investigation authorities for further clarification of these facts.

Signature	Date
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Information on data protection

latest update: 1.03.2022

We would like to inform of the processing of your personal data as part of the above request to recover the robotic lawnmower PIN code.

1. We, GARDENA Manufacturing GmbH, Hans-Lorenser-Str. 40, 89079 Ulm, Germany, are responsible for processing your data. If you have any questions, please contact our data protection officer at privacy@husqvarnagroup.com.
2. We only process the personal data listed above for the purposes of fulfillment of contract, i.e. for processing and fulfilling your service order. Such purposes may include contacting you in case of queries and, of course, returning your reactivated robotic lawnmower to you.
3. Within the scope of fulfillment of the contract, we transfer your data to downstream service providers, for example to service providers for repairs or shipping, to the necessary extent for this purpose. In exceptional cases, we transfer personal data to law enforcement and criminal investigation authorities. This is done in line with relevant legal obligations, for example in accordance with the Code of Criminal Procedure.
4. The data transferred to us will be stored for the duration of the statutory retention period and subsequently deleted.
5. You have the right to request access to, or copies of, your relevant personal data, together with information regarding the nature, processing and disclosure of those relevant personal data at any time. Furthermore, you have the right to rectification, the right to request erasure or restriction of processing of your personal data.
6. You can lodge complaints regarding the processing of your relevant personal data with a data protection authority (in particular, the data protection authority of the EU member state in which you live, or in which you work, or in which the alleged infringement occurred, each if applicable).
7. We need the data provided by you for entry into and fulfillment of the contract. Without the necessary data, we cannot enter into or fulfill a service contract with you.