

Service Information



Robotic Lawnmower Pin-Code Decryption Request Form

To decrypt your PIN code, we require the following information:

First Name:	Last Name:
Address:	Postcode:
City / State:	E-Mail:
Date of Purchase:	Phone Number:
Serial Number*: (9-digit number on the silver product label)	Product Key (8-letter code): (can be found on the brochure included in your carton)
Product Number: (9-digit number on the silver product label)	Have you registered your robotic lawn mower online? Yes <input type="checkbox"/> No <input type="checkbox"/>
Security Code: You can obtain your lawnmower's security code using the software update tool available on the GARDENA website and connecting to your lawnmower using a printer USB cable. You will find information how to connect the software and the robotic mower on the website. Follow all 3 steps and "Retrieve lost PIN Code" will appear on the bottom left. There you will find the serial number and the encrypted PIN-Code (security code) of your robotic mower.	Transcribe the security code below:

* The serial number can also be found using the Software Update Tool available on the software update page of the GARDENA website. Simply download the software and connect your device to your lawnmower with a printer USB cable.

In the event that you can no longer find the Product Key, we will also require a copy of the proof of purchase in order to exclude theft. If you no longer have a proof of purchase, a copy of a picture ID card will be required.

Signature:	Date:
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Your data will, of course, be treated confidentially and exclusively in accordance with the data protection regulations listed below as a part of the service you have ordered.

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

Information on Data Protection

latest update: 1.03.2022

We would like to inform you regarding the processing of your personal data as part of the above request to recover a 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.