

Product data information according to regulation (EU) 2023/2854

Connected products or related services generate data during their use. The following sections inform about the generated data related to the product or related service and how the product data can be accessed, and the user rights.

For the terms of use, please refer to the relevant terms and conditions for the related service.

Product Data for connected products

Products listed below can, when used, generate data continuously and in real time as indicated below. The actual data generated depends on the specific use of the product.

Product category:	Data type	Data format	Estimated volume	Data storage	Duration of retention	Access to data
Husqvarna Automower	Runtime	Visual on display		On product		Contact Husqvarna Service Center / dealer
	Error codes					Certain information through Automower Connect
Husqvarna Service Hub compatible	Location data	.JSON	2 Mb / hour	Remote server	Product life time	Husqvarna Developer Portal
	Sensor data	.csv				
Husqvarna Service Hub compatible	Settings					
Equipped with Husqvarna BLE Connectivity	Runtime	Printed	10 kB max	On product	Product life time	Contact Husqvarna Service Center / dealer
	Error codes					Certain information through FLEET services
Equipped with Husqvarna BLE Connectivity						
Equipped with Husqvarna BLE Connectivity						
Equipped with Husqvarna HCM connectivity	Runtime	.JSON	1 kB / hour	Remote server*	Product life time	Contact Husqvarna Service Center / dealer
	Error codes	.csv			No end date on server	Certain information through FLEET services
Equipped with Husqvarna HCM connectivity	Location data					Husqvarna Developer Portal
Equipped with Husqvarna HCM connectivity						
Products with digital display	Runtime	Visual on display	1 kB / hour	On product	Product life time	Contact Husqvarna Service Center / dealer
	Error codes					Visual display
Products with digital display						
Products with digital display	Sensor data	Visual on display	2 MB max / hour	On product	Until power reset	Contact Husqvarna Service Center / dealer
						Visual display
Products with digital display	Product settings	Visual on display	10 kB max	On product	Product life time	Contact Husqvarna Service Center / dealer
						Visual display

*) Only when setting up connection through a Husqvarna gateway (Husqvarna app or HCM)

Access to, and retrieval and deletion of user generated product data can be requested by the user when servicing the product at a Husqvarna Service Agent. Please contact your Husqvarna Service Agent for more details. Husqvarna Developer Portal is available at: <https://developer.husqvarnagroup.cloud/>.

Product data for related services - Automower Connect, Husqvarna Connect and Fleet

1. Type, volume and frequency of data collection

During the operation and use of the Service, the following product data and related service data may be generated and transmitted. The specific data generated will vary based on the particular usage of the Service.

a. Types of product data

- Physical data: Current data (e.g sensor data)
- Status data (e.g. on/off)
- Error messages
- Setting values / user configurations (e.g. time programs)
- Location data

b. Estimated volume

The amount of data varies depending on the usage of the products connected to the service, with data volumes up to 2 MB per day.

c. Frequency of collection:

The product data is collected continuously as long as a connection between the product and the Service exists.

d. Access, storage and retention:

Please see section 3 and 4 below.

2. Generated related service data

In addition to on device product data, related service data is generated when using the service.

a. Types of related service data:

- Physical data: Current data (e.g sensor data, time stamps)
- Device identification data (e.g. hardware and software version)
- Status data (e.g. on/off)
- Error messages
- Setting values / user configurations (e.g. area setting, time programs)
- Location Data
- Operating system

b. Estimated volume

The amount of data varies depending on the usage of the products connected to the service, with data volumes up to 2 MB per day.

3. Storage location and retention period

- The storage location varies for different data sets.
- The data is stored on external servers under the data holder's responsibility.
- The data is deleted when the service or account is terminated.

4. Access modalities

Product data can be accessed by the user via the Husqvarna Developer Portal (<https://developer.husqvarnagroup.cloud/>) or by contacting a Husqvarna Service Center / dealer.

5. Term and termination

For details regarding the contract term and termination, please refer to the applicable service agreement.

6. Information on our own use of the data received

For details on how the data holder undertakes to use data and the purposes agreed with the user, please refer to the applicable service agreement.

7. Identity of data holder and means of communication

Husqvarna AB, Drottninggatan 2, SE 561 82 Huskvarna, SWEDEN

If you have any questions, please refer to www.husqvarna.com, where you will find relevant contact details.

8. Disclosure to Third Parties

In accordance with the EU Data Act, users may request the data holder to share data with a third party. To facilitate this, please direct the relevant third party to the Developer Portal for further instructions regarding product data access.

9. Right of appeal to the supervisory authority

In the event that you believe that your rights under Regulation (EU) 2023/2854 have been violated, you have the right to lodge a complaint with the competent authority responsible for supervising compliance with Regulation (EU) 2023/2854.

10. Information on trade secrets

The data generated by the connected product and the Service does not include any data that is considered trade secrets.

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