

HOW TO DELETE YOUR PERSONAL DATA ON NAVIGATION, MYT BY TOYOTA APP & MY TOYOTA CUSTOMER PORTAL

Before selling or disposing of your car

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INTRODUCTION

A range of personal data is registered on your Navigation system, MyT by Toyota App and in your My Toyota Customer Portal, to help provide you with a seamless customer journey. When selling or disposing of the vehicle, you must remove your personal data from these systems following the steps in this document.

Why would I need to follow this process?

- I am a user and I am selling my car. Before that, I would like to delete my profile (including data such as contact data, call history data) from the head unit. How? **Click here**
- I am a user and I want to delete my account (subscriptions will be terminated and car will be removed). How? Click here
- I want to unsubscribe from Connected Services but keep my account and the car. How? Click here
- I am a user and want to remove the car before selling it. I know that when the car will be removed, my subscriptions will be terminated. How? **Click here**

Please make sure you desynchronize your account from the car using the app or the customer portal. The head unit only allows you to delete your profile from it, your account will always be linked to the car without further action on your part.

NAVIGATION

Personal data that may be in your navigation system includes contact data, call history data, favourites data, image data, all phone settings & message settings.

TOYOTA TOUCH 2



1. Select "Setup" \rightarrow "General" \rightarrow "Delete personal data".



3. Select "Yes" when the confirmation screen appears.



2. Select "Delete".

Please pay strict attention when initialising the data.



4. Confirm that the data deletion is complete when the progression screen disappears.



TOYOTA SMART CONNECT AYGO X, YARIS & YARIS CROSS (2021/2022)



1. On the Home tab screen menu, go to "Profile" then select your profile.

Current profile John Doe	Log out
Email 1	johndoe@email.com
Identificatio	Johns's Phone 💙
Parking Payment	MasterCard ••••5599 >
Fuelling Payment	Visa ••••4422 >
Connected Services Center	
Delete user profile	Delete

2. Press Bin icon & confirm your profile and data deletion.

S Profile ► Rec	ent profiles	
	Add profile	
Jane Doe		Log out
🕹 🛛 John Doe	Detected profile	Switch
💩 Lorema Ipsuma		Switch
Ipsum Lorem		Switch
🛃 Lorema Doe		Switch

TOYOTA SMART CONNECT TOYOTA VEHICLES FROM 2022



1. Check that the correct account is selected. If not, log in to the correct one using your password.

4	Settings				A= 题 ≑ ≯:
	John Doe		Saved profiles		Edit
99	- dba		John D	loe inver	۲
S	Persona		+8	Connect your account	
Ē	Bluetooth & Devices			Sign out to guest mode	
88	General				
		>			

3. Scroll down and press "Reset settings".



2. If you are sure you want to proceed with the removal, press settings again, then "personal info".

1	Settings		. A= 🕅	(; *	:
E	Current driver	John Doe	Edit		
00	8 John Doe	Primary driver			
S	My settings	Devices linked to your profile			
A	Personal info	Bluetooth devices			
00	Bluetooth &	> No devices linked Devices may be linked with your			
00		profile to identify you in the vehicle and auto connect over Bluetooth.			
(> Link devices			

4. When the below screen appears, press "Reset".



5. If you go back to navigation, you will see that all data was successfully deleted.

4	< Q Where to? (POI, Street, Town etc.)		٩	Þ		
ħ	P Favourites	4) Recents	Trips			
S	😚 Tap to a	dd				
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7. The screen shows the data that will be erased if you proceed with the removal, including favourites, your recent trips & regular trips.

4	C Q Where to? (POI, Street, Town etc.)	< ▷
5	Image: Parameters)
C	🗇 Home	123km 4 Go
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9. Scroll down and press "Reset settings".

\$	Settings	A≈ 题 ≑ ≯:
	Current driver	
5	John Doe	No devices linked with your Devices may be linked with your profile to identify you in the vehicle
S	My settings	and auto connect over Bluetooth.
â	Personal info	Link devices
	Bluetooth & Devices	Reset settings
8	al	Resets al sector engine defaults.

11. If you go back to navigation, you will see that all data was successfully deleted.

4	< Q When	re to? (POI, St	reet, Town etc.)	4 ⊳
FI	• Favourites	4) Recents	Trips	
b	🚮 Tap to ad	dd		
A				
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6. Press the navigation button on the left and then search using the magnifying glass.



8. If you are sure you want to proceed with the removal, press Settings again, then "Personal info".

1	Settings		. A≈ 滚 🕏 🛊 ==:=:
	Current driver	Islan De s	
5	John Doe	John Doe Primary driver	Edit
b	My settings	Devices linked to your profile	
a	Personal info	Bluetooth devices	
88	Bluetooth &	> No devices linked Devices may be linked with your profile to identify you in the vehicle	
<u>م</u>	Ĵ.	> and auto connect over Bluetooth.	
~	//wr	> Link devices	

\triangleleft	Settings		A= 🐹 🗢 *:
A	Current driver	Reset settings	
99	John Doe	You will be resetting all settings	
C	My settings	attached to this profile to the original factory settings	
Ē	Personal info	S	
	Bluetooth & Devices		
88	Firma l	Cancel Reset defaults.	
鐐	₽		
	WITI		

10. When the below screen appears, press "Reset".

ΜуТ ВҮ ТОҮОТА АРР



When selling your car, it is your responsibility to remove it from your MyT by Toyota account, as specified in the Connected Services Terms of Use.

Note: The deleted data cannot be retrieved afterwards and you will see only new data if you reactivate.

DEACTIVATING CONNECTED SERVICES:

- 1. Click on your profile.
- 2. Select "Settings".

3. Select "Read my connected services terms".



4. Select "See details".





5. Click on "Reject".





6. Click on "Reject".



REMOVING A CAR:

1. On the car section swipe the screen to find "Car settings" entry.



4. Scroll down to "Remove vehicle". Tap on "Remove vehicle".



2. Tap on "Car settings".



5. The system asks you to confirm the removal of your car and data.. Tap again on "Remove vehicle".



3. Scroll down to "Remove vehicle".



6. Your car is removed and your subscriptions to services are terminated.



DELETING AN ACCOUNT:

1. Click on your profile.



4. Click on "Delete account".



2. Select "Settings".



5. Click on "Delete your account".



3. Scroll down to "Delete your account".



MY TOYOTA CUSTOMER PORTAL

When selling your car, it is your responsibility to remove it from your MyT by Toyota account, as specified in the Connected Services Terms of Use. Don't cancel your account, as any future Toyota cars you may own can be added to the account.

- Note: The deleted data cannot be retrieved afterwards and you will see only new data if you reactivate.
- 1. Sign in to your account.



3. Click "Enlarge" icon 🖉 in your car to be deleted.



2. Select "Owned" tab.



4. Click "menu" icon 💿 and select "Remove car".



5. Confirm the completion of data deletion for your car.



For further information & details, please consult the privacy notice & terms of use on the Toyota website or within the Toyota MyT app.