

TOYOTA EXTENDED WARRANTIES

TERMS AND CONDITIONS



■ CONTENTS

1.	Defintions	2
2.	Our obligations to you	5
3.	Your obligations	6
4.	Excluded Parts and Operations	7
5.	MOT test cover	8
6.	How to make a claim	9
7.	Termination of contract	10
8.	Transfer of warranty	10
9.	Complaints procedures	11
10.	Customers queries	11
11.	Miscellaneous	11
12.	Governing Law	11

TERMS AND CONDITIONS OF TOYOTA EXTENDED WARRANTY FOR VEHICLE PARTS

1. Definitions

1.1 In this document the following expressions have the following meanings:

Administrator	The company that administers this Warranty on behalf of the Warranty Provider. The Administrator is TWG Services Limited which has its registered address at TWENTY, Kingston Road, Staines-upon-Thames, Surrey TW18 4LG.
Conditions of use	The requirements set out in Clause 3 that must be complied with if Cover is to be provided.
Cover	The payment by the Warranty Provider of the cost of repairing or replacing a Protected Part as a result of its Mechanical or Electrical Failure within one of the Specified Territories during the Warranty Period, subject to these Terms and Conditions.
Eligible vehicle	<p>A Toyota vehicle which -</p> <ul style="list-style-type: none">(a) has been branded and sold by Toyota Motor Europe NV/SA in Europe as a Category M1 or N1 Toyota motor vehicle;(b) must not have been modified structurally, mechanically or electronically otherwise than with the permission of Our holding company, Toyota Motor Europe NV/SA or save for the purpose of enabling it to be lawfully re-registered in the United Kingdom;(c) has standard Toyota wheels and normal road tyres fitted to it;(d) possesses or is capable of possessing a European Certificate of Conformity;(e) is less than 12 years old and has less than 100,000 miles on its milometer at the start of the first Warranty Period if the vehicle was not purchased through the Toyota Approved Used Car Programme with the benefit of a Toyota Extended Warranty; or(f) is less than 12 years old at the start of the Warranty Period if You are renewing an earlier Toyota Extended Warranty without any break in cover; <p>(Notes: (1) All Toyota vehicles imported into the United Kingdom by Toyota (GB) PLC or sold by Toyota (GB) PLC or a Service Centre in the United Kingdom meet qualifying conditions (a)-(d); (2) The fitting of a Toyota approved accessory by a Service Centre will not be treated as a modification for the purpose of condition (b); (3) We will not provide a Toyota Extended Warranty for any vehicle which is older than 12 years from the date of its first registration).</p>
Excluded Operation	Any operation listed in Clause 4.2 which is excluded from the Cover.

Excluded Part	Any part listed in Clause 4.1 which is excluded from the Cover.Yugoslav Republic of Macedonia; the Vatican City; Turkey (but only Istanbul and west of the Bosphorus) and Ukraine.
Home Country	The United Kingdom (England, Wales, Scotland and Northern Ireland), the Channel Islands or the Isle of Man.
Mechanical or Electrical Failure	The mechanical or electrical failure of a Protected Part or a MOT Protected Part which results in that part not working correctly according to the manufacturer’s specification and which therefore necessitates its repair or replacement.
MOT Protected Part	Each mechanical and electrical part of the Protected Vehicle listed in Clause 5.7.
MOT Test Cover	The payment by the Warranty Provider of the cost of repairing or replacing a MOT Protected Part during the Warranty Period subject to these Terms and Conditions.
MOT Test Charge	2-4-1 warranty includes 2 x MOT Test Fee (excludes any re-test)
Occupants of the Protected Vehicle	The occupants of the Protected Vehicle at the time of the Mechanical or Electrical Failure of the Protected Part.
Protected Part	Each mechanical or electrical part of the Protected Vehicle which is not an Excluded Part for which the Warranty Provider will provide Cover.
Protected Vehicle	The Eligible Vehicle specified in the Warranty Schedule in respect of which Cover or MOT Test Cover. (Notes: (1) You may have more than one Protected Vehicle but must purchase a separate Warranty for each one)
Reasonable Costs of Repair	The Toyota Service Centre’s usual and reasonable charges for replacing or repairing a Protected Part or a MOT Protected Part inclusive of labour plus any valued added or equivalent tax which the Warranty Holder is unable to recover legally as a business cost, subject in each case to the Repair Limit.
Registered Keeper	The person identified on the V5 Registration Form or equivalent as being the registered keeper of the Protected Vehicle.
Repair Limit	The total amount that We will pay You under this warranty during the Warranty Period in respect of the replacement or repair of one or more of the Protected Parts and MOT Protected Parts of the Protected Vehicle. The repair limit is stated in the Warranty Schedule and shall not exceed the amount that You originally paid for the Protected Vehicle as stated in the Warranty Schedule. If the Protected Vehicle was given to You the Repair Limit shall be the reasonable market value of the Protected Vehicle as stated in the Warranty Schedule.

Service Centre	An official Toyota retail centre or service outlet appointed by the Warranty Provider or, in the case of any Specified Territory outside the United Kingdom, appointed by the Toyota national sales and marketing company with responsibility for that territory.
Specified Territory	The United Kingdom (England, Wales, Scotland and Northern Ireland); Albania, Andorra; Austria; Belgium; Bosnia and Herzegovina; Bulgaria; Croatia; Cyprus; Czech Republic; Denmark; Eire (the Republic of Ireland), Estonia; Finland; France (including Corsica); Germany; Gibraltar; Greece (including those of its islands that are accessible by a commercial Car ferry service); Hungary; Italy (including Sardinia and Sicily); Latvia; Liechtenstein; Lithuania; Luxembourg; Malta; Monaco; Montenegro; Netherlands; Norway; Poland; Portugal; Romania; San Marino; Serbia; Slovakia; Slovenia; Spain (including the Balearic and Canary Islands but excluding Ceuta and Melilla in North Africa); Sweden; Switzerland; the Channel Islands; the Former Yugoslav Republic of Macedonia; the Isle of Man; the Vatican City; and Turkey (but only Istanbul and west of the Bosphorus).
Toyota Extended Warranty	The extended warranty that We provide for Toyota vehicles.
Warranty Holder	The Registered Keeper of the Protected Vehicle as stated in the Warranty Schedule. The Warranty Holder must have a permanent residential address in a Home Country.
Warranty Period	The period during which the Warranty Provider will provide Cover or MOT Test Cover as specified in the Warranty Schedule. The Warranty Period shall be for (1) up to 12/24 months; or (2) up to 15,000/30,000 miles or 12/24 consecutive months (whichever is reached earliest on the 2-4-1 warranty).
Warranty Provider	The Company that provides this Extended Warranty and ultimately pays all valid claims made under it. The Warranty Provider is Toyota (GB) PLC which has its registered office at Great Burgh, Burgh Heath, Epsom, Surrey KT18 5UX.
Warranty Schedule	The individually numbered document which identifies the Warranty Holder and the Protected Vehicle and states the Warranty Period and the Repair Limit. The Warranty Schedule is the Warranty Holder's evidence of Cover and MOT Test Cover.
Warranty Service Charge	The sum of money that must be paid by or on behalf of the Warranty Holder in order to obtain the benefit of the Cover and the MOT Test Cover.
We/Us/Our	The Warranty Provider/The Warranty Provider's.
Year	12 months or 365 consecutive days.

You/Your	The Warranty Holder/The Warranty Holder's.
Your Home	Your permanent residential address in a Home Country as registered by the Administrator.

- 1.2 The headings in this document shall not affect its construction.
- 1.3 Where the context so requires or admits, the masculine shall include the feminine and the neuter and the singular shall include the plural and vice versa.
- 1.4 Any reference in this document to a clause or a section is a reference to a clause or section in these Terms and Conditions.
- 1.5 Any reference to the legislation of the European Community, any territory of the United Kingdom or any European Assistance Territory shall be construed as a reference to the same as from time to time amended, consolidated, modified, extended, re enacted or replaced and all subordinate legislation and orders issued pursuant to such legislation.
- 1.6 The words "include", "including", "in particular" and any similar expression shall be construed as illustrating and not limiting the sense of the words that precede them.

2. Our obligations to you

- 2.1 Subject to the following provisions of this Section and of Section 3, We will pay for the cost of repairing or replacing any Protected Part that suffers a Mechanical or Electrical Failure when the Protected Vehicle is in one of the Specified Territories during the Warranty Period, provided that You comply with these Terms and Conditions.
- 2.2 We will not pay for the cost of repairing or replacing any Protected Part that suffers a Mechanical or Electrical Failure as a result of wear and tear.
- 2.3 We will not pay for the cost of repairing or replacing any Protected Part that suffers a Mechanical or Electrical Failure when the Protected Vehicle has been kept outside the Home Country for longer than 60 consecutive days immediately before such failure.
- 2.4 We will not pay more than the Reasonable Costs of Repair for repairing or replacing any Protected Part subject in each case to the Repair Limit.
- 2.5 We will not provide Cover for Excluded Operations.
- 2.6 If the repair or replacement of a Protected Part takes longer than 24 hours from the time that the Protected Vehicle is taken to a Service Centre in the Home Country for repair, then We will reimburse You up to £45 (inc vat) per day towards the cost of hiring a replacement vehicle of similar size and engine capacity to the Protected Vehicle while the Protected Part is being repaired or replaced up to a maximum of 5 days, provided:
 - (a) You have Cover for the repair or replacement of the relevant Protected Part.
 - (b) The Protected Vehicle cannot be driven or cannot be driven without causing damage to it.
 - (c) We will not pay for the cost of fuel or any other consumable item. If the hire cost includes a full tank of fuel at the beginning of the hire period We will include this within Our payment to You provided that the hire vehicle is returned with a full tank of fuel at the end of the hire period.
 - (d) We will not make any reimbursement in respect of the cost of You hiring a replacement vehicle within 24 hours of the Protected Vehicle being taken to a Service Centre for repair.

- (e) You hire a suitable vehicle from a hire car company in the Home Country that is registered to pay Value Added Tax.
 - (f) You submit to the Administrator Your original customer's copy of the hire agreement and the hire car company's original receipt of payment in support of Your claim for reimbursement of hire car costs (these documents will be returned to you once your claim has been processed).
 - (g) We will not make any payment that would lead to You being paid more than the Repair Limit.
 - (h) We will not make any payment that would lead to You being paid for the use of a hire car after the Protected Part has been repaired or replaced save for the purpose of returning the hire vehicle to the hire car company as soon as practicable after the Protected Part has been repaired or replaced.
- 2.7 If the repair or replacement of a Protected Part takes longer than 24 hours from the time that the Protected Vehicle is taken to a Service Centre in the Home Country for repair, then We will reimburse You up to £45 (inc vat) per day towards the cost of hiring a replacement vehicle of similar size and engine capacity to the Protected Vehicle while the Protected Part is being repaired or replaced up to a maximum of 5 days, provided:
- (a) You have Cover for the repair or replacement of the relevant Protected Part.
 - (b) The Protected Vehicle cannot be driven or cannot be driven without causing damage to it.
 - (c) The accommodation must be provided by an individual or a firm on a commercial basis.
 - (d) You submit to the Administrator the original receipt of payment that the accommodation provider supplies to You in support of Your Claim for reimbursement of the cost of accommodation and breakfast (these documents will be returned to you once your claim has been processed).
 - (e) We will not make any payment that would lead to You being paid more than the Repair Limit.

3. Your obligations

- 3.1 If You wish to make a claim under this warranty then You must:
- (a) be the Warranty Holder at the time of the Mechanical or Electrical Failure of the relevant Protected Part or MOT Protected Part;
 - (b) have paid the Warranty Service Charge in full unless payment is made by direct debit in which case each instalment that was previously due before the Mechanical or Electrical Failure of the relevant Protected Part or MOT Protected Part must have been paid in full;
 - (c) not have kept the Protected Vehicle outside the Home Country for longer than 60 consecutive days immediately before the Mechanical or Electrical Failure of the relevant Protected Part or MOT Protected Part;
 - (d) ensure that the Protected Vehicle is serviced by a Service centre within 30 days or 2000 miles (whichever occurs first) of each service interval specified by the manufacturer (please refer to the vehicle handbook);
 - (e) ensure that the service log of the Protected Vehicle is kept up to date;
 - (f) retain the original invoice and payment receipt for any service that is undertaken during the Warranty Period;
 - (g) not cause or permit the Protected Vehicle to be modified or interfered with so as to affect its performance otherwise than by a Service Centre in accordance with a recommendation of the manufacturer;

- (h) not cause or permit any Protected Part or MOT Protected Part to be modified or interfered with for any purpose otherwise than by a Service Centre in accordance with a recommendation of the manufacturer;
- (i) not cause or permit the Protected Vehicle to be used for any of the following purposes:
 - (I) pace setting, racing or any other motor sports event. For the avoidance of doubt, Concours d'élégance' events, track test days for road-legal vehicles or rallies held exclusively on open public highways where participants are required to comply with the normal rules of the road, are not deemed to be Motor Sports Events for the purpose of this Clause:
 - (II) as a taxi;
 - (III) for hire or reward;
 - (IV) driving instruction for reward; and
 - (V) any illegal activity.
- (j) take reasonable care of the Protected Vehicle during the Warranty Period so as to safeguard it and each of its Protected Parts and MOT Protected Parts against avoidable damage;
- (k) not continue to drive the Protected Vehicle after You become aware that a Protected Part or a MOT Protected Part has suffered a Mechanical or Electrical Failure save for the purpose of taking it to a Service Centre for diagnosis and or correction. If You are in any doubt as to whether You should drive the Protected Vehicle to the nearest Service Centre without causing damage to it, You should request the Service Centre or, where applicable, Toyota Roadside Assistance to recover the Protected Vehicle;
- (l) promptly take the Protected Vehicle to a Service Centre in the event that you receive a product recall notice; and
- (m) not allow any one who is not legally entitled and insured to drive the Protected Vehicle to drive it.

4. Excluded Parts and Operations

4.1 Subject to Clause 4.3, the following parts are Excluded Parts:

- (a) All body panels and paintwork.
- (b) All items of interior trim.
- (c) Any battery other than the high voltage battery in a hybrid vehicle that is used for the propulsion of such vehicle.
- (d) Any windscreen or other window that has suffered impact damage.
- (e) All consumable items including without limitation fuel; engine oil; door and other lubricants; brake fluid; power steering fluid; windscreen washer fluid; air conditioning recharges; and any of the following parts which are deficient merely as result of usage: air filters; oil filters; brake pads; clutch plates; drive/cam belts; spark plugs; breaker points, windscreen wiper blades; light bulbs and fuses; and tyres.
- (f) An exhaust system which is deficient solely as a result of corrosion.
- (g) A wheel or wheel cover that is deficient merely as a result of abrasion, corrosion or impact damage.

4.2 Subject to Clause 4.3, the following operations are Excluded Operations:

- (a) Engine tuning; drive belt adjustments; brake and clutch adjustments; the cleaning of fuel systems; the alignment or balancing of wheels, light adjustments, and window and door lock adjustments.
- (b) Engine oil and filter changes.

- (c) The lubrication of chassis points, hinges, linkages and topping up fluid levels.
 - (d) Any other routine servicing operation.
 - (e) The repair or replacement of any Protected Part that has not suffered a Mechanical or Electrical Failure.
- 4.3 Where the Mechanical or Electrical Failure of a Protected Part directly causes damage to another part of the Protected Vehicle (which is not a Protected Part) when the Protected Vehicle is in a Specified Territory during the Warranty Period, then We will pay for the cost of replacing or repairing that other part in addition to the cost of replacing or repairing the Protected Part subject to the Repair Limit, provided that the cost of such repairs are reasonable.

5. MOT test cover

- 5.1 Subject to the following provisions of this Section and of Section 3, We will pay for the cost of repairing or replacing any MOT Protected Part in the event that it suffers a Mechanical or Electrical Failure and that Mechanical or Electrical Failure is stated in the official notification of refusal to issue a MOT certificate to be the reason or a reason why a MOT certificate cannot be issued in respect of the Protected Vehicle during the Warranty Period.
- 5.2 We will not pay for the cost of repairing or replacing any MOT Protected Part that suffers a Mechanical or Electrical Failure as a result of wear and tear or corrosion.
- 5.3 We will not pay for the cost of repairing or replacing any MOT Protected Part that suffers a Mechanical or Electrical Failure in circumstances where the Protected Vehicle was outside the Home Country for longer than 60 consecutive days immediately before the Mechanical or Electrical Failure of that part.
- 5.4 We will not pay more than the Reasonable Costs of Repair for repairing or replacing any MOT Protected Part subject to the Repair Limit
- 5.5 We will not provide Cover for MOT Excluded Operations as defined in Clause 5.8.
- 5.6 You must pay the first £10 of the cost of the replacement or repair of any MOT Protected Part or, if there is more than one of them, any combination of Protected Parts.
- 5.7 Subject to Clause 5.8, the following are MOT Protected Parts:
- (a) all front, side and rear lamps including direction indicator lamps, fog lamps, hazard warning lamps and number-plate illumination lamps;
 - (b) all rear facing reflectors;
 - (c) all lighting control switches;
 - (d) all steering components;
 - (e) the transmission shaft;
 - (f) all wheel bearings;
 - (g) all front and rear suspension shock absorbers;
 - (h) all brake components excluding brake pads;
 - (i) all front seat mountings and backrest reclining mechanisms when in an upright position;
 - (j) all seat belt mountings;
 - (k) all windscreen wipers and washer units excluding wiper blades and washer fluid; and
 - (l) all fuel injection system components when the Protected Vehicle fails to meet MOT fuel emission standards as a result of a calibration failure.

- 5.8 The following operations are MOT Excluded Operations:
- (a) the replacement or repair of any MOT Protected Part which is not required to be replaced or repaired as a precondition of the issue of a MOT certificate for the Protected Vehicle;
 - (b) the tuning or adjustment of the Protected Vehicle unless this is for the purpose of checking the functional performance of a replacement or repaired MOT Protected Part. The re-alignment of a wheel is covered where the replacement of a steering component affects its alignment; and
 - (c) the payment of any MOT test fee (not applicable on a 2-4-1 warranty as 2 x MOT Test fees are covered).
- 5.9 Subject to authorisation from the Administrator, the replacement or repair of any MOT Protected Part which is required to be replaced or repaired as a precondition of the issue of a MOT certificate for the Protected Vehicle must be carried out within 30 days of the original notification of refusal to issue a MOT certificate.
- 5.10 The MOT test cover is limited to the repair or replacement of MOT Protected Parts in respect of one MOT test only during the Warranty Period.

6. How to make a claim

- 6.1 If You wish to make a claim under this Warranty please take the Protected Vehicle (if it is drivable) and the following documents to a service centre:
- (a) This document and Your Warranty Schedule;
 - (b) Evidence of the servicing history of the Protected Vehicle;
 - (c) For MOT test cover claims only, the previous valid MOT test certificate, if there is one; and
 - (d) For MOT test cover claims only, the official written notification of refusal to issue a MOT certificate which states why no MOT certificate was issued in respect of the Protected Vehicle. Please inform the Service Centre that you wish to make a claim under this Warranty. The Service Centre will investigate what is wrong with the Protected Vehicle and, if there is a defective part, whether there is cover or, as the case may be, MOT Cover for it. If there is Cover or MOT Cover, the Service Centre will contact the Administrator to seek authorisation to repair or replace the relevant part.
- 6.2 If You wish to make a claim under this Warranty but the Protected Vehicle is not drivable, please contact Your nearest Service Centre and explain the position to them.
- 6.3 Subject to authorisation by the Administrator and the payment by You to the Service Centre of any amount for which there is no Cover or, as the case may be, no MOT Cover, any Service Centre within the Home Country will repair the Protected Vehicle and seek reimbursement of its charges from the Administrator. However, if You prefer You may pay the Service Centre in full and then seek reimbursement from the Administrator by submitting the Service Centre's original invoice and receipt and a copy of Your Warranty Schedule to the address shown in Clause 9.3.
- 6.4 If it is necessary for the Protected Vehicle to be repaired by a Service Centre or a local repairer outside the Home Country We recommend that You telephone the Administrator on 0330 100 3311 to verify Cover for the repair(s). If there is Cover, You will need to pay the Service Centre or local repairer in full and then seek reimbursement from the Administrator for the repairs for which You have Cover. To do this You must submit the original invoice and receipt for the repairs and a copy of Your Warranty Schedule to the address shown in Clause 9.3.
- 6.5 The Administrator may instruct an independent expert to assess the damage to the Protected Vehicle before authorising its repair. You must cooperate with such expert.
- 6.6 Claims under this warranty for the reimbursement of sums paid by You should be made within 30 days of the repair of the Protected Vehicle.

7. Termination of contract

- 7.1 You may cancel this contract by writing to the Administrator at the following address: Toyota Customer Services, TWG Services Limited, The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire, GL17 0AF enclosing a copy of Your Warranty Schedule or by telephoning 0330 100 3312.
- 7.2 If You give written notice of cancellation as set out in Clause 6.1 within 14 days after the commencement of the Warranty Period or receipt of these terms and conditions whichever is the later, and You have not made any claim under this Warranty which has resulted in Us making or agreeing to make a payment to You then We will refund Your Warranty Service Charge in full.
- 7.3 If You give written notice of cancellation as set out in Clause 6.1 after the cooling off period, and have not received any benefit under this Warranty, you will be entitled to a pro-rata refund based on the number of unexpired months of Your Warranty term remaining.
- 7.4 You will not receive a refund of the Warranty Service Charge if You give written notice of cancellation as set out in Clause 6.1 more than 14 days after the commencement of the Warranty Period and You have made a claim under this warranty which has resulted in Us making or agreeing to make a payment to You.

8. Transfer of warranty

- 8.1 If You sell or permanently give the Protected Vehicle to another person during the Warranty Period You may assign the remaining benefit of this Warranty to the new owner of the Protected Vehicle provided that:
- (a) You have discharged all your obligations under Clause 3 up to the date of the transfer;
 - (b) You have not given notice of termination of this Warranty under clause 7;
 - (c) The person to whom You sell or give the Protected Vehicle does not buy, sell or repair vehicles by way of business.
 - (d) You provide the following information to the Administrator in writing at the address shown in Clause 6.1: (1) confirmation that You have sold or permanently given the Protected Vehicle to another person; (2) the name and address of the new Registered Keeper of the Protected Vehicle; (3) the date of the transfer of ownership of the Protected Vehicle; and (4) confirmation that You wish to transfer the remaining benefit of this Warranty to the new Registered Keeper of the Protected Vehicle; the Service Centre will contact the Administrator to seek authorisation to repair or replace the relevant part.
 - (e) You give the new Registered Keeper of the Protected Vehicle Your original Warranty Schedule; and
 - (f) the new Registered Keeper of the Protected Vehicle sends Your original Warranty Schedule plus a cheque for £20, made payable to TWG Services Limited; to the address shown in Clause 6.1.
- 8.2 On receipt of the documents referred to in Clause 7.1 (d) and (f), the Administrator will issue a new Warranty Schedule to the new Registered Keeper of the Protected Vehicle for the remaining period of this warranty. The Warranty Schedule will show the Repair Limit that was shown on Your original Warranty Schedule and the new Registered Keeper of the Protected Vehicle will only have the benefit of such of the Repair Limit that has not already been exhausted by You.
- 8.3 You may not assign the remaining benefit of this warranty otherwise than in accordance with Clause 7.1.

- 8.4 You may not assign the remaining benefit of this warranty more than once during the Warranty Period.
- 8.5 Please note that at least 30 days before the end of the period of cover, we will write to you advising that your warranty may be renewed and advising of any changes that may apply to the terms and conditions or the price of the warranty. We may use your existing Direct Debit details to take payment for the renewal warranty, unless you decline the renewal by notifying us or by cancelling your Direct Debit.

9. Complaints procedures

- 9.1 If you are unhappy with the way in which this warranty was sold to you or your claim has been handled by a Service Centre then you should complain by telephone or in writing to the Service Centre involved.
- 9.2 If You are unhappy with the way in which any part of the Protected Vehicle has been replaced or repaired under this Warranty You should complain by telephone or in writing to the Service Centre concerned.
- 9.3 If You are unhappy with the administration of this Warranty or claims handling then You can complain in writing to: The Manager, Toyota Customer Services, TWG Services Limited, The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire, GL17 0AF. Alternatively email Your complaint to by: customer.relations@thewarrantygroup.com or by phone: 0330 100 3247.
- 9.4 If any complaint that You make under clause 8.1, 8.2 or 8.3 is not resolved to Your satisfaction then please write to the following address:
- Customer Relations, Toyota (GB) PLC, Great Burgh, Burgh Heath, Epsom, Surrey, KT18 5UX.

10. Customers queries

- 10.1 If You have any queries regarding the operation of this Warranty You may telephone the Administrator on 0330 100 3247. Alternatively, You may write, email or telephone the Administrator using the contact details provided in Clause 8.3.

11. Governing Law

- 11.1 These Terms and Conditions are governed by and shall be interpreted according to the laws of England and both Parties (You and Us) agree to submit any dispute they have regarding these Terms and Conditions to the exclusive jurisdiction of the English Courts.

12. Data Protection

- 12.1
- The Administrator is the data controller of the personal data you provide to it in connection with your Plan and is committed to protecting the privacy and security of your personal information.
 - This includes your name as well as your contact details such as physical address, phone number and e-mail-address. If you do not provide the personal data required, the Administrator may be unable to provide the services contained under the Plan.

- In addition to administration of your Plan, including claims and fraud prevention, this may involve sharing your information confidentially with suppliers of products or services (including repairs) engaged by you or by the Administrator in the purchase or performance of the Plan.
- The Administrator may provide by post, email, text or telephone administrative information including expiry/renewal details. It may also provide other information in this way, including marketing about this and other similar products provided by the Administrator's group of companies (which includes The Warranty Group Services (Isle of Man) Limited, TWG Services Limited and London General Insurance Company Limited) but you may contact the Administrator at any time to stop receiving any such other information. Your details will not be used for any other marketing purposes.
- Your personal data will be transferred outside the EU for policy administration.
- Your personal data will at all times be held securely and handled with the utmost care in accordance with all principles of EU Data Protection law.
- Your personal data will be kept for only as long as necessary after which time it will be destroyed if it is no longer required for the lawful purposes for which it was obtained.
- You have a number of rights to your data. These include the right to be informed, have access, rectification, receive your data in a transferable format, erasure, restriction of processing and object to how your data is processed.
- To obtain a copy of your personal data held by the Administrator, for more information on the rights to your data or to exercise one of your data rights please contact the Administrator's Data Protection Officer or see The Warranty Group website for more details.
- The Administrator's Data Protection Officer can be contacted via its Customer Relations Team using these details: Customer Relations Department at TWG Services Limited, The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire, GL17 0AF. Telephone: 0330 100 3246. Email: customer.relations@thewarrantygroup.com.
- You have the right to make a complaint at any time to the Information Commissioner, the UK supervisory.

MAKE EVERYDAY LIFE MORE ENJOYABLE BY STAYING CONNECTED TO YOUR TOYOTA

Whether it's planning journeys from home, finding your car, optimising your driving, viewing service history or booking a service online directly with your preferred dealer, staying connected with your Toyota has never been easier.

Visit www.toyota.co.uk/mytoyota or download the **MyT by Toyota** app now to experience the full suite of features.



MyT | Connected Services

