



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.

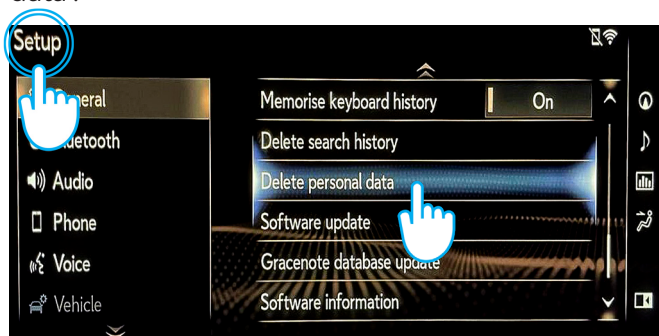
NAVIGATION

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

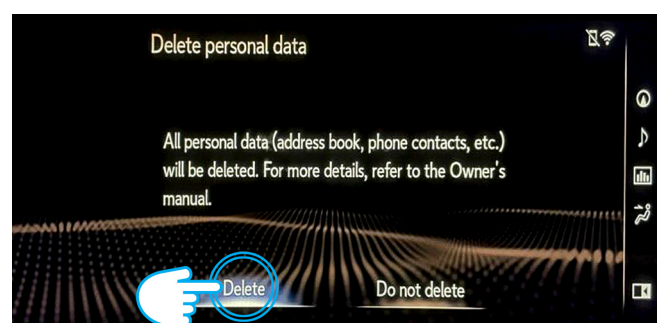


1. Select "Setup" → "General" → "Delete personal data".



2. Select "Delete".

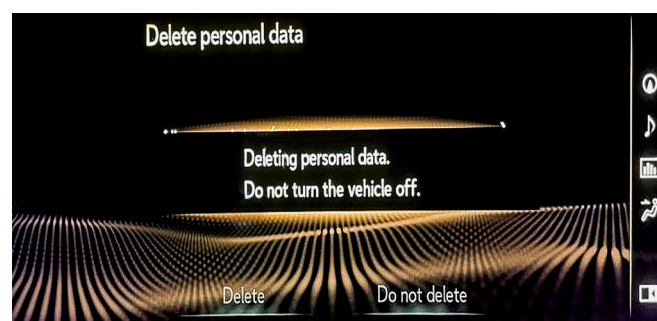
Please pay strict attention when initialising the data.



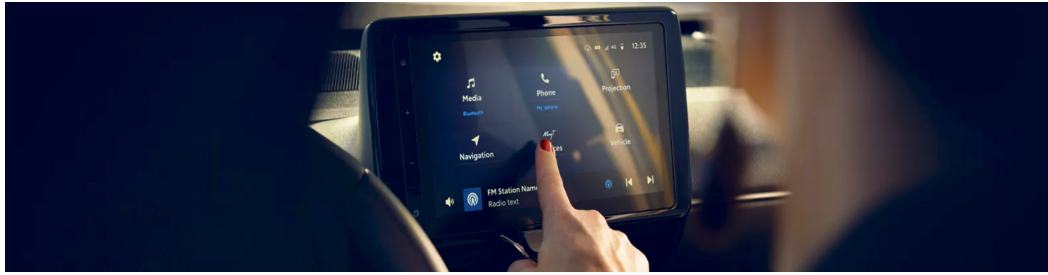
3. Select "Yes" when the confirmation screen appears.



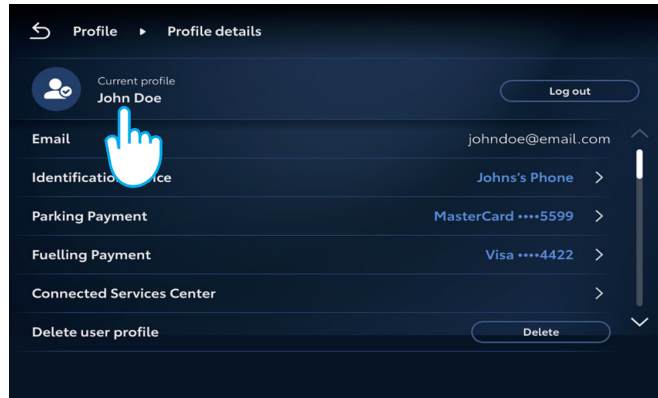
4. Confirm that the data deletion is complete when the progression screen disappears.



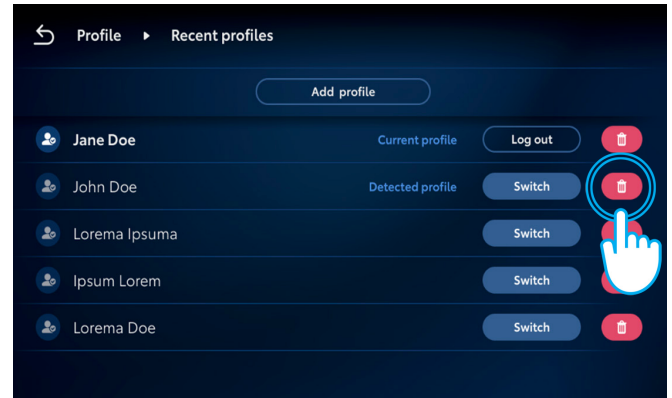
TOYOTA SMART CONNECT AYGO X, YARIS & YARIS CROSS (2021/2022)



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



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

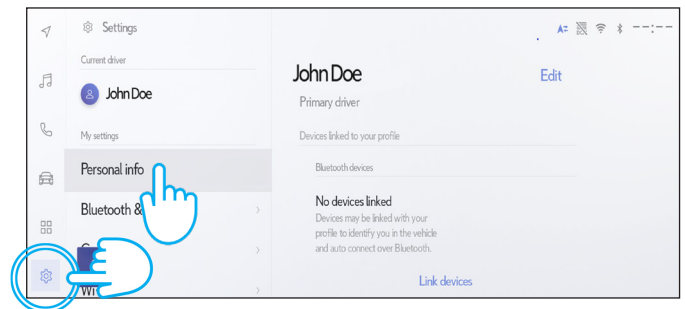
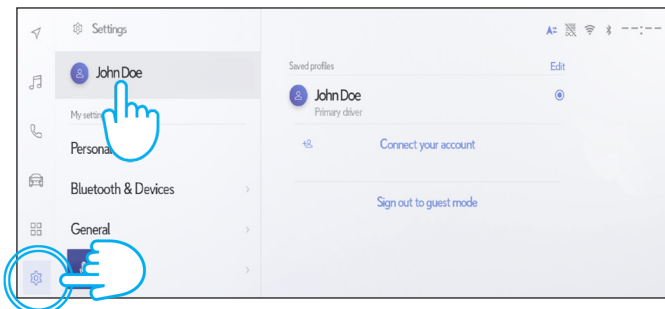


TOYOTA SMART CONNECT TOYOTA VEHICLES FROM 2022



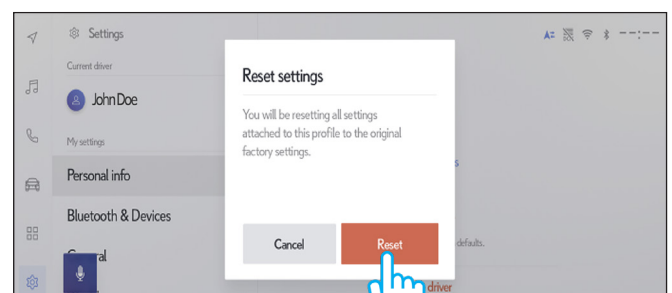
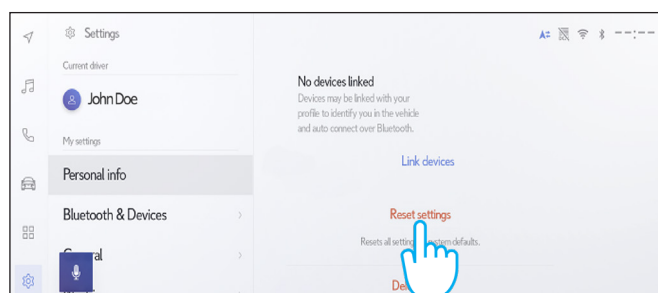
1. Check that the correct account is selected. If not, log in to the correct one using your password.

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

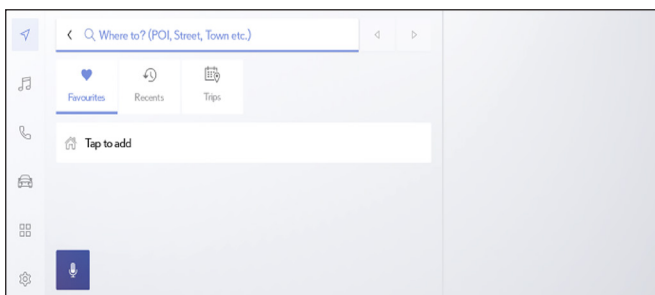


3. Scroll down and press "Reset settings".

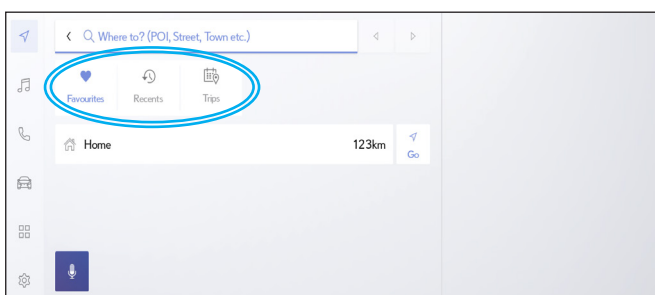
4. When the below screen appears, press "Reset".



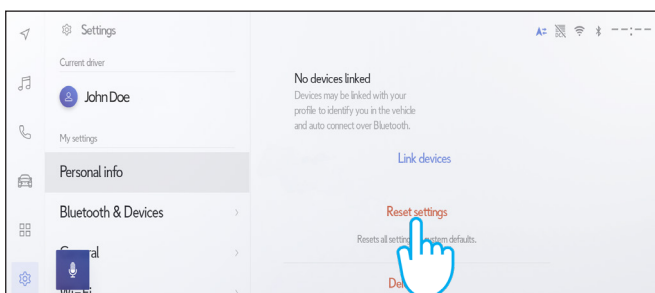
5. If you go back to navigation, you will see that all data was successfully deleted.



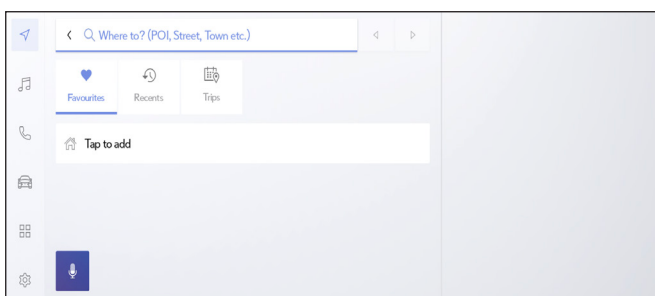
7. The screen shows the data that will be erased if you proceed with the removal, including favourites, your recent trips & regular trips.



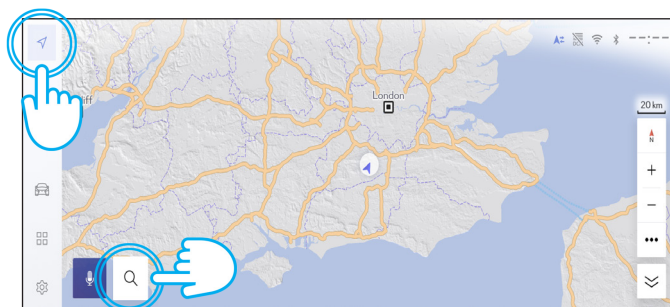
9. Scroll down and press "Reset settings".



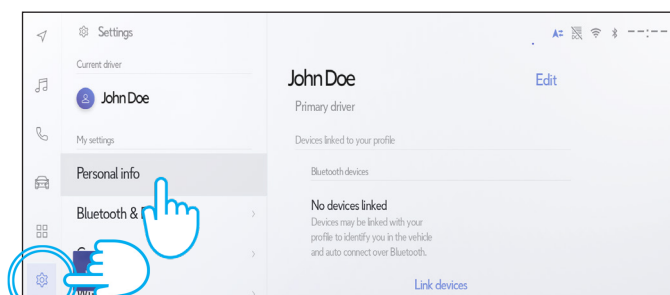
11. If you go back to navigation, you will see that all data was successfully deleted.



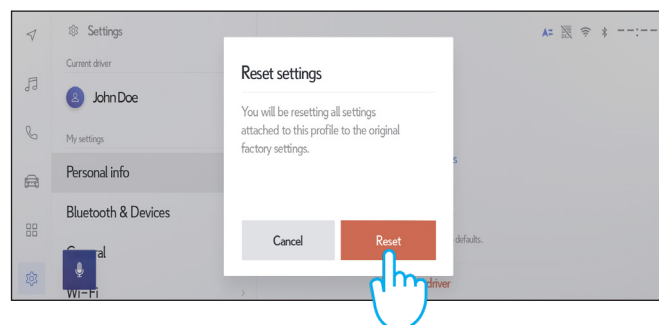
6. Press the navigation button on the left and then search using the magnifying glass.



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



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

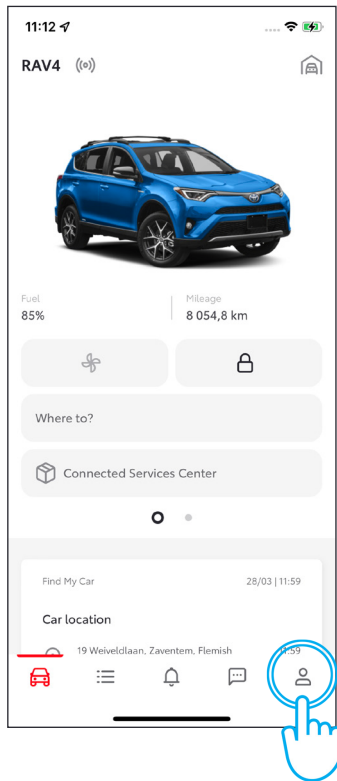


When selling your car, it is your responsibility to remove it from your MyT by Toyota account, as specified in the Connected Services Terms of Use.

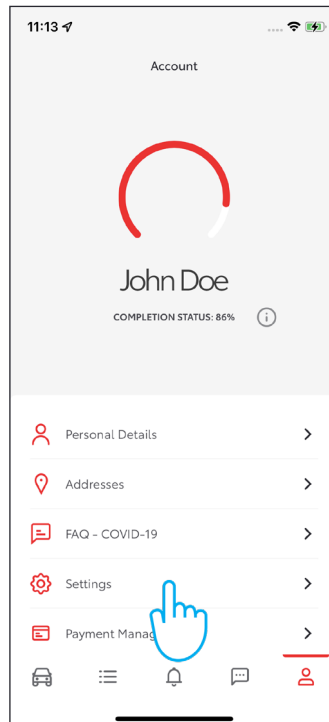
Note: The deleted data cannot be retrieved afterwards and you will see only new data if you reactivate.

DEACTIVATING CONNECTED SERVICES:

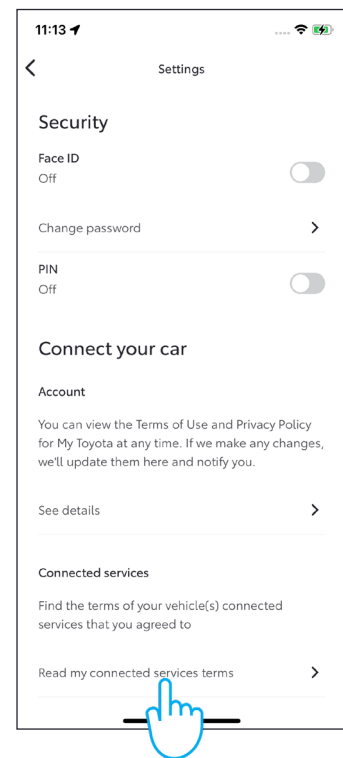
1. Click on your profile.



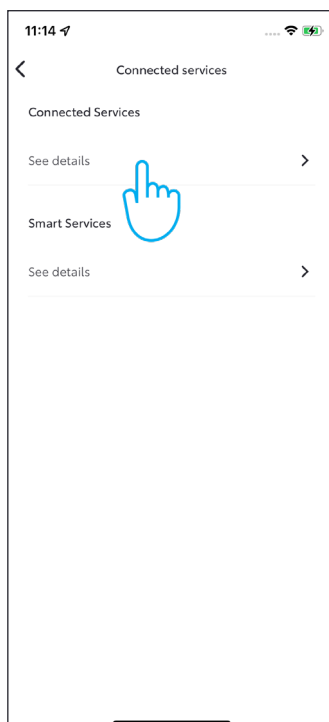
2. Select "Settings".



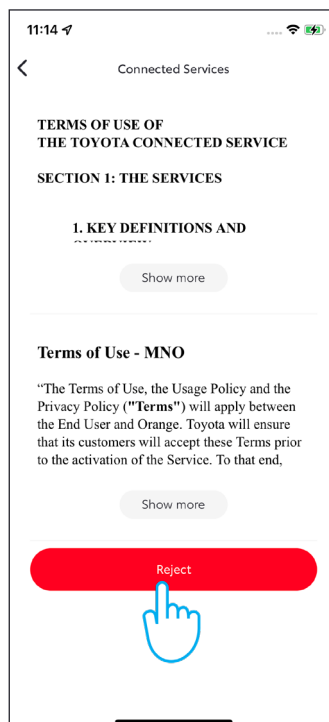
3. Select "Read my connected services terms".



4. Select "See details".



5. Click on "Reject".

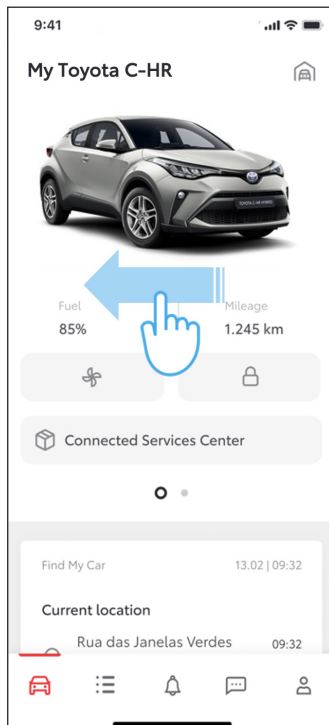


6. Click on "Reject".

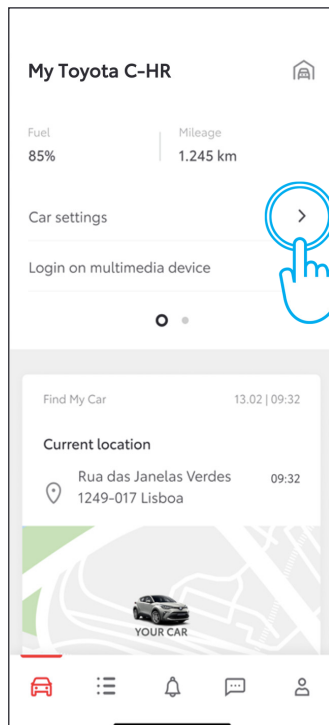


REMOVING A CAR:

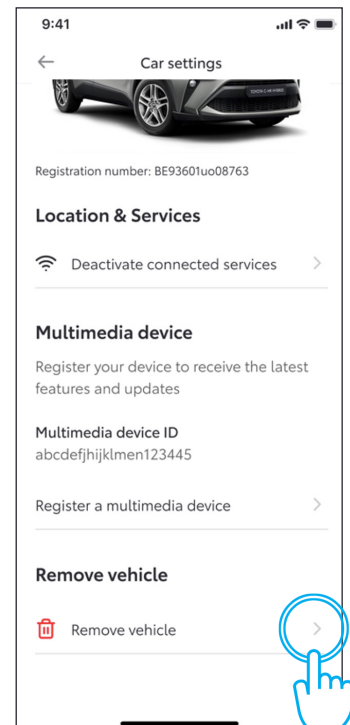
1. On the car section swipe the screen to find "Car settings" entry.



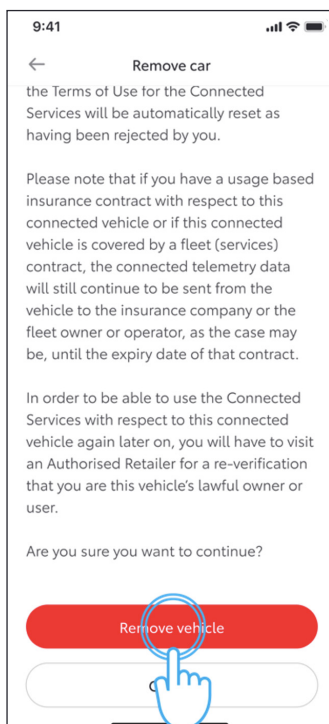
2. Tap on "Car settings".



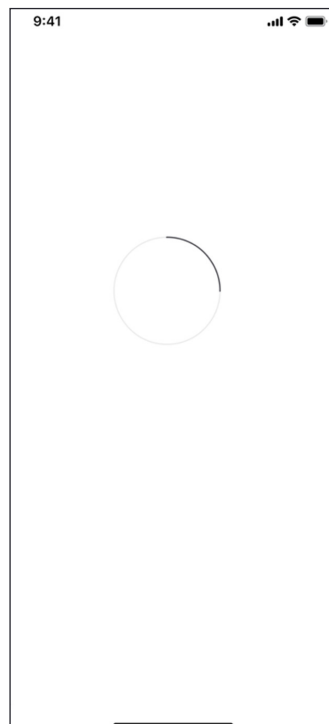
3. Scroll down to "Remove vehicle". Tap on "Remove vehicle".



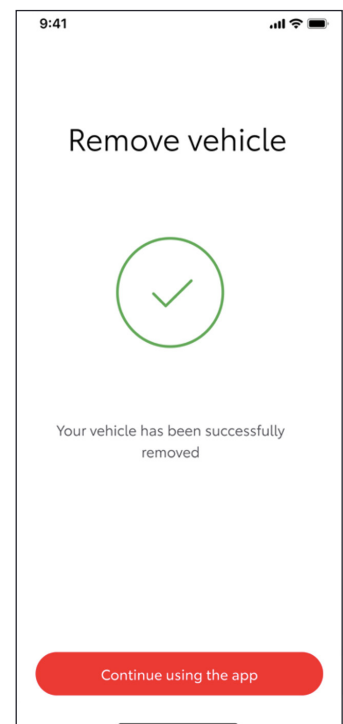
4. Scroll down to "Remove vehicle". Tap on "Remove vehicle".



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

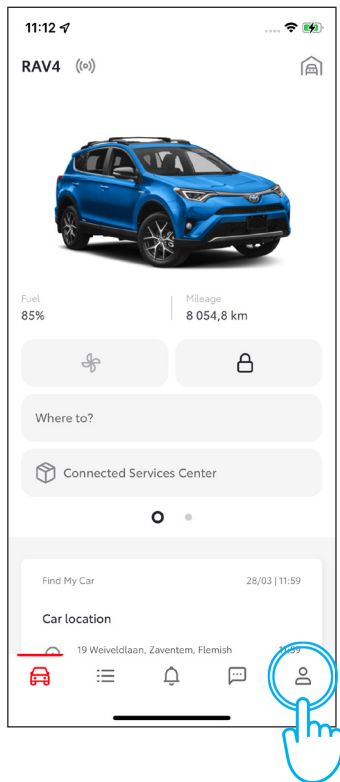


6. Your car is removed and your subscriptions to services are terminated.

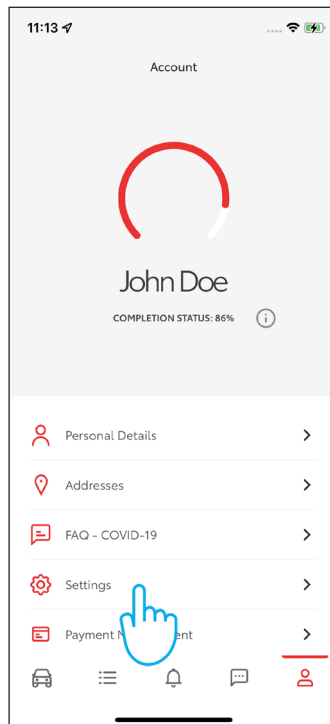


DELETING AN ACCOUNT:

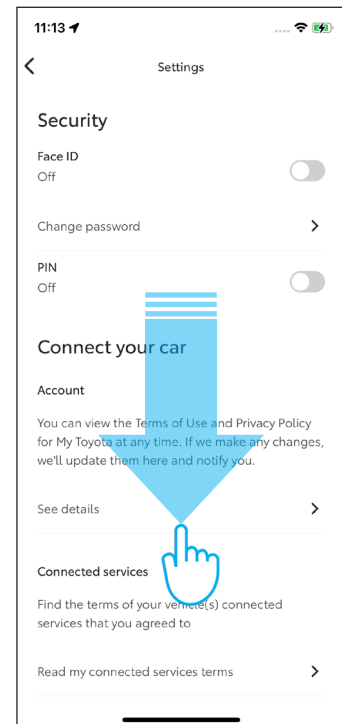
1. Click on your profile.



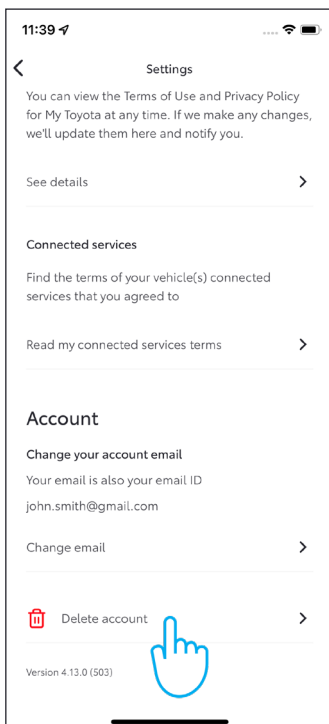
2. Select "Settings".



3. Scroll down to "Delete your account".



4. Click on "Delete account".



5. Click on "Delete your account".



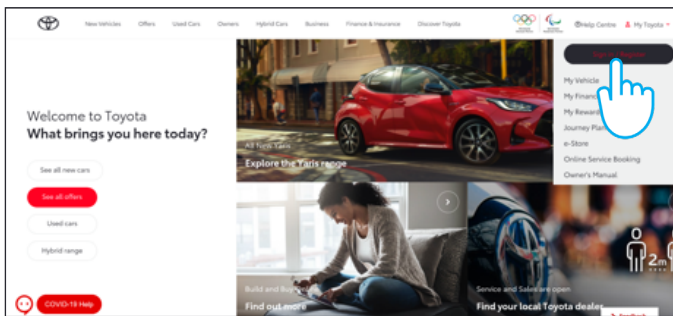
Note: This card is not intended as a replacement for your vehicle's owner's manual; which we recommend you refer to for additional details and limitations. Toyota accepts no liability for these instructions and/or consequences of any actions taken based on the information provided.

MY TOYOTA CUSTOMER PORTAL

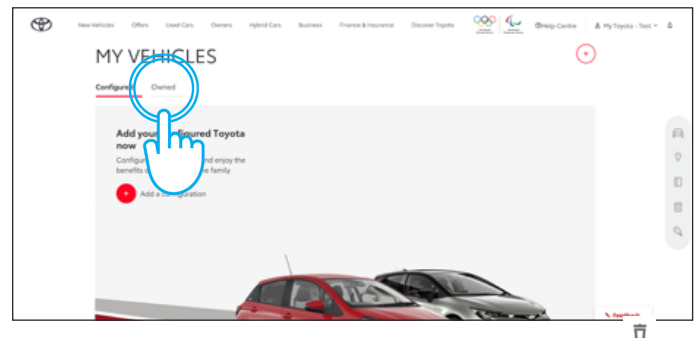
When selling your car, it is your responsibility to remove it from your MyT by Toyota account, as specified in the Connected Services Terms of Use. Don't cancel your account, as any future Toyota cars you may own can be added to the account.

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

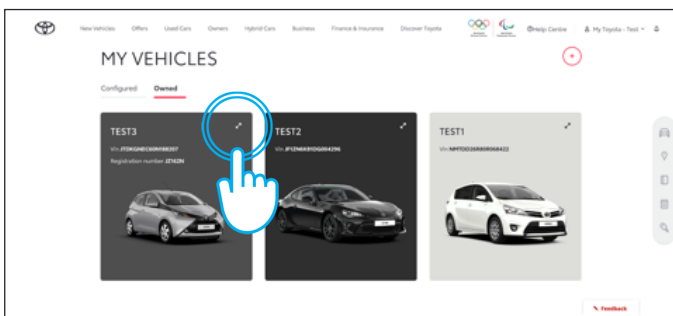
1. Sign in to your account.



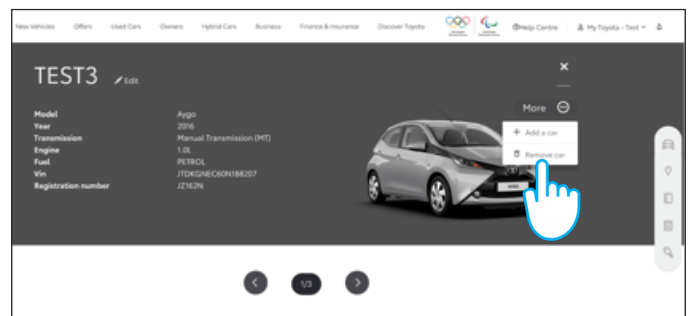
2. Select "Owned" tab.



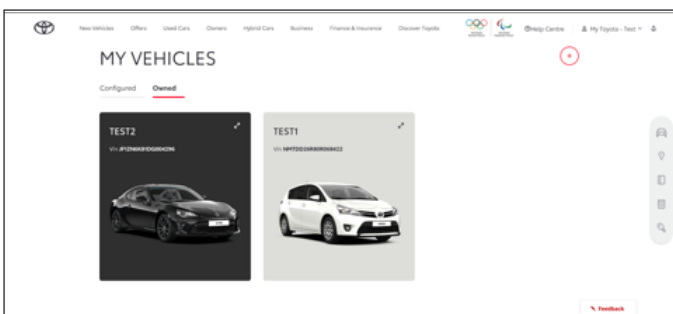
3. Click "Enlarge" icon  in your car to be deleted.



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.

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