



# How To Delete Your Personal Data on Navigation, MyToyota App & MyToyota 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, MyToyota App and in your MyToyota 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.

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.

# 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

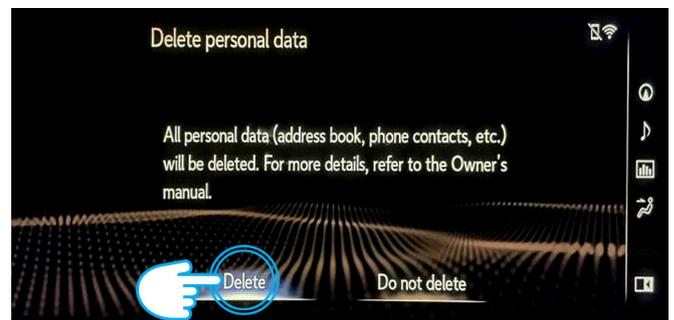


1. Select "Setup" → "General" → "Delete personal data".



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.



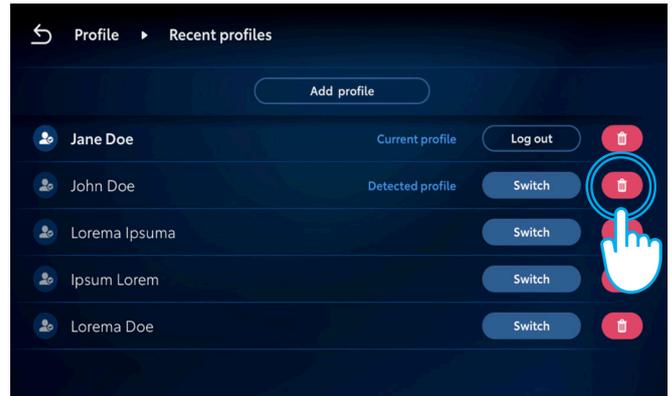
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# TOYOTA SMART CONNECT AYGO X, YARIS & YARIS CROSS (2021/2022)



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

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

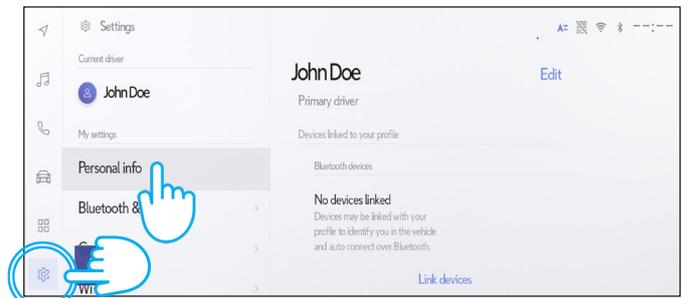
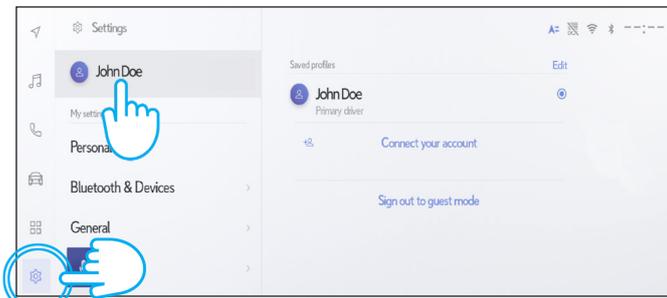


# TOYOTA SMART CONNECT TOYOTA VEHICLES FROM 2022



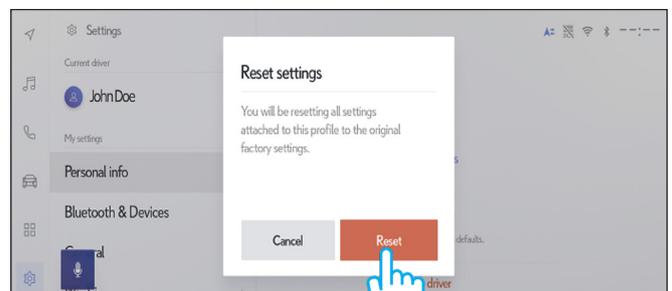
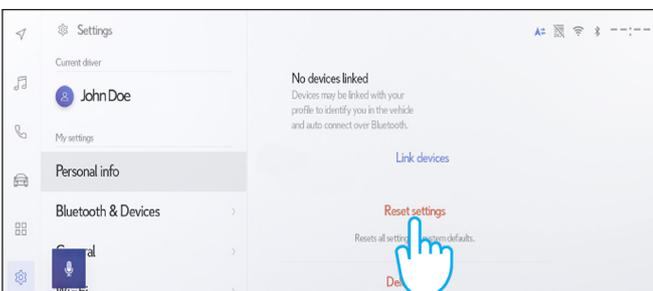
1. Check that the correct account is selected. If not, log in to the correct one using your password.

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

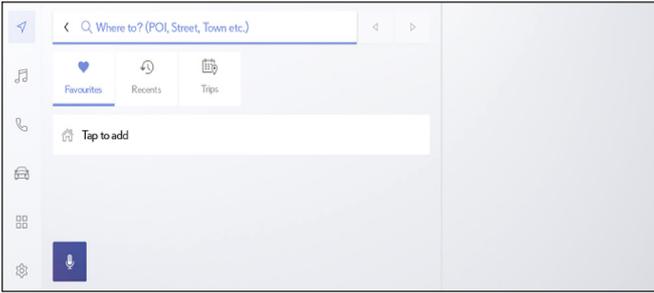


3. Scroll down and press "Reset settings".

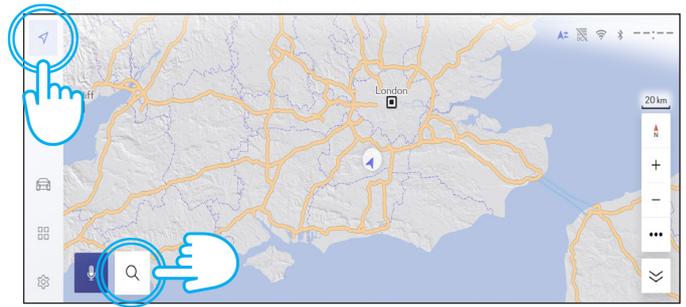
4. When the below screen appears, press "Reset".



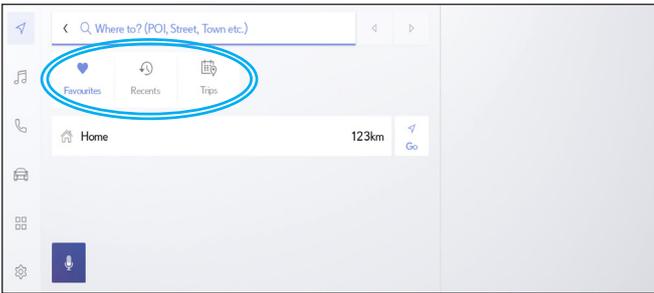
5. If you go back to navigation, you will see that all data was successfully deleted.



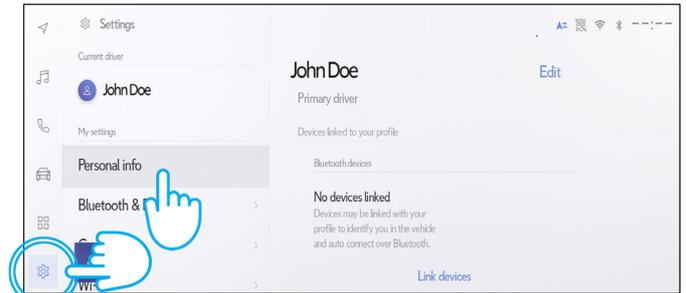
6. Press the navigation button on the left and then search using the magnifying glass.



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



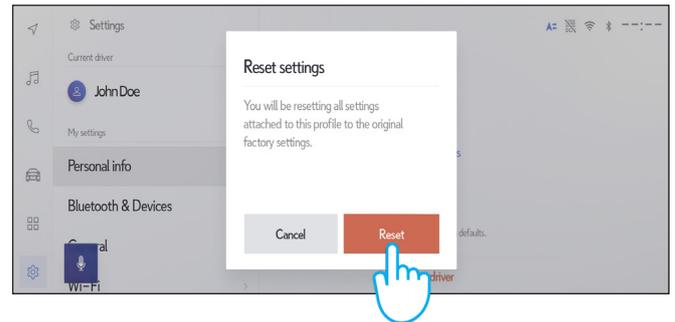
8. If you are sure you want to proceed with the removal, press Settings again, then "Personal info".



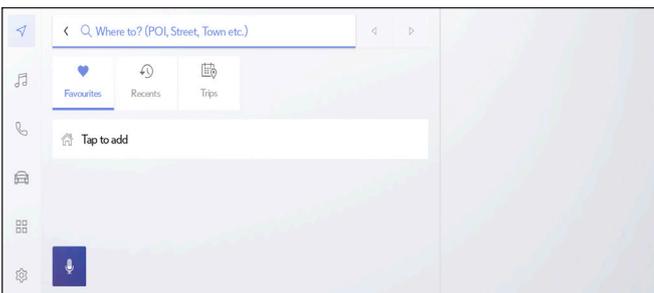
9. Scroll down and press "Reset settings".



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



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



Please be informed that removing the profile from head unit will not remove the profile from the app. Therefore, you are requested to separately remove the profile from the app. [Click here](#)

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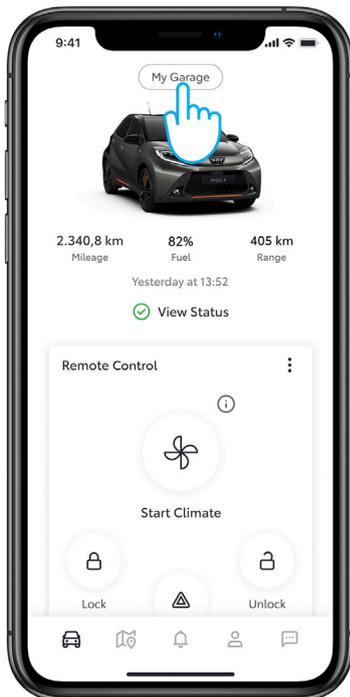
# MyToyota APP

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

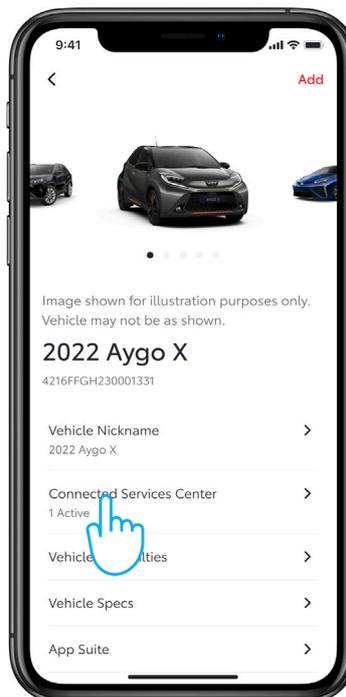
Note: The deleted data cannot be retrieved afterwards and you will see only new data if you reactivate.

## DEACTIVATING CONNECTED SERVICES:

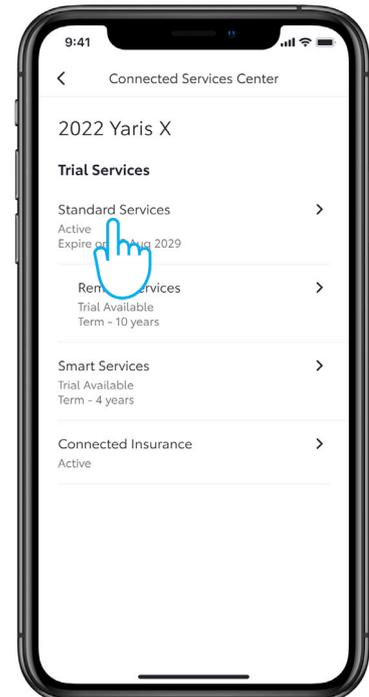
1. On the Dashboard tap on the "My Garage" button.



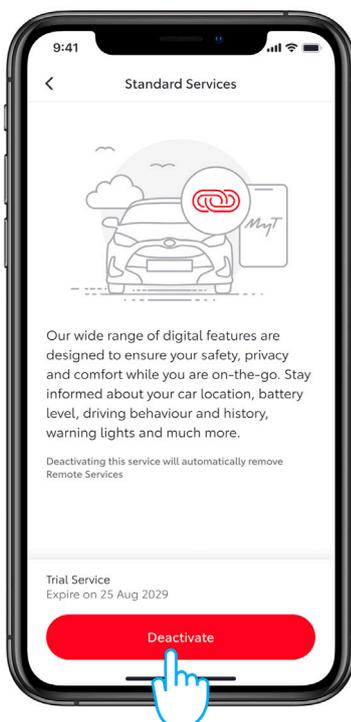
2. Tap on the "Connected Services Center" list item.



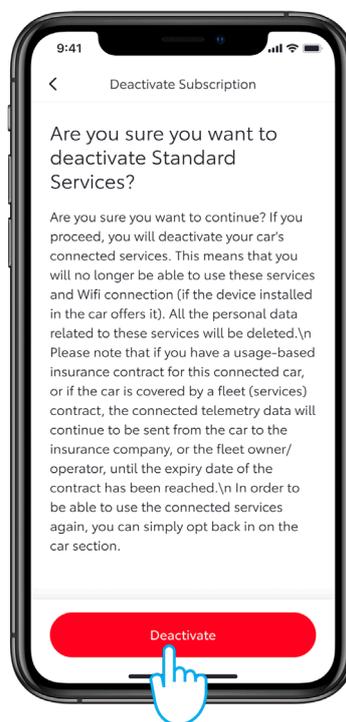
3. To see details of each specific service, tap on the list of the available/active services.



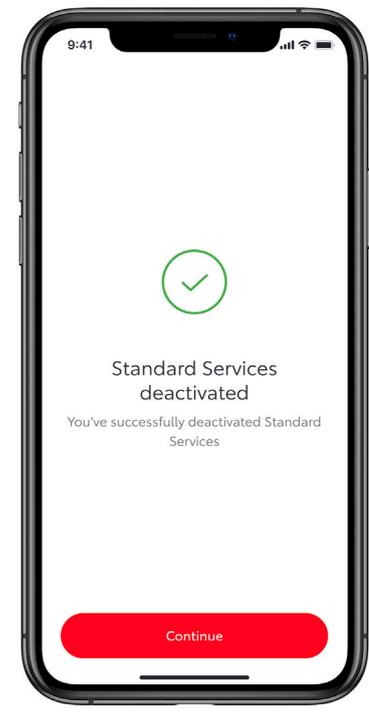
4. You can easily deactivate "Standard Services" by tapping on the button "Deactivate".



5. To not accidentally deactivate a specific service, you need to confirm the action.

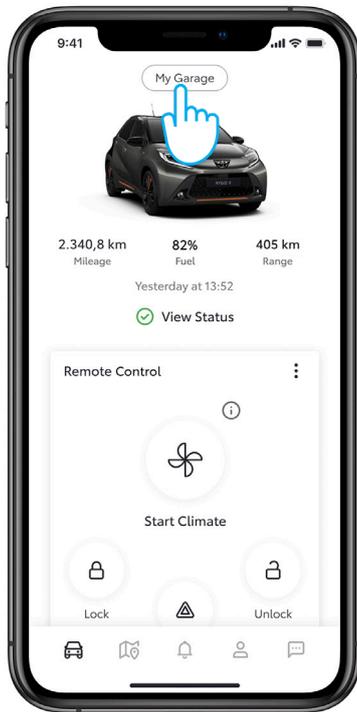


6. You have visual confirmation that the deactivation was completed.

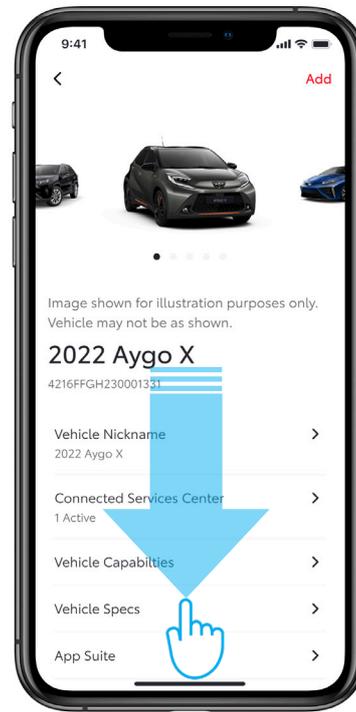


# REMOVING A CAR:

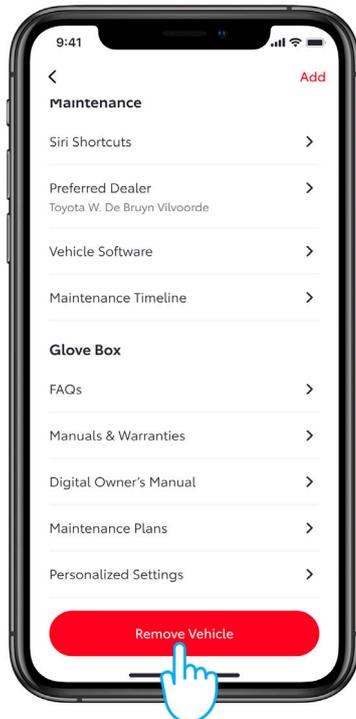
1. On the Dashboard tap on the "My Garage" button.



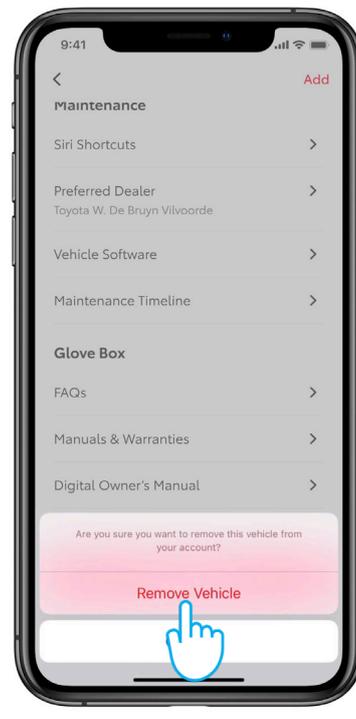
2. Scroll down to the end of the "My Garage" screen.



3. Tap on the "Remove Vehicle" button.



4. Confirmation of the action needs to be done to finalize removal of the car.

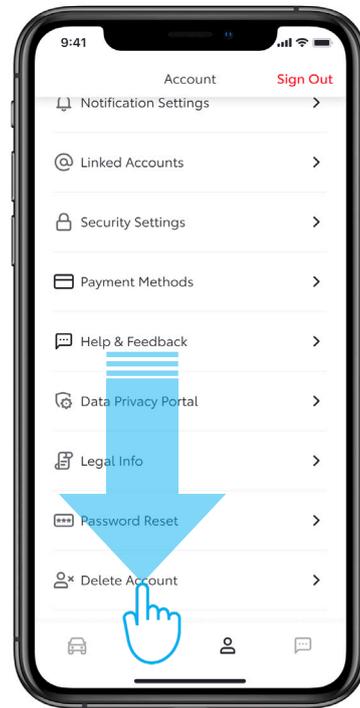


# DELETING AN ACCOUNT:

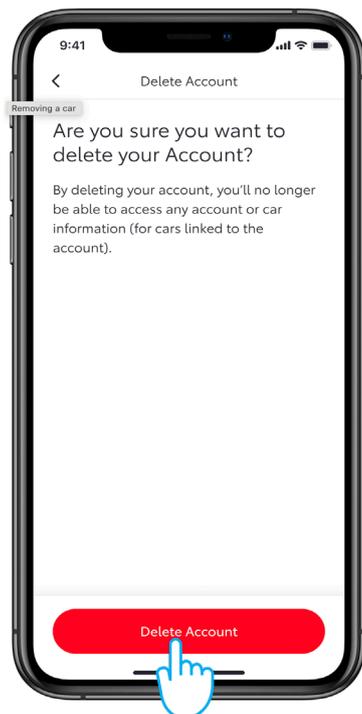
1. Go to the Profile section of the tab bar.



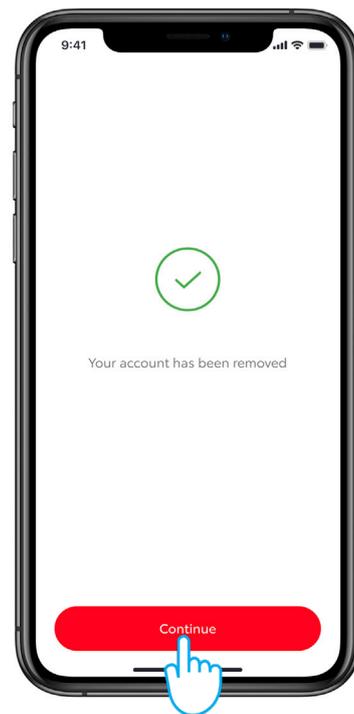
2. Then scroll down to the bottom section where "Delete Account" is located.



3. Confirm to delete an account.



4. By pressing on the Continue button, the removal is completed, and you will be returned to the Login section of the app.

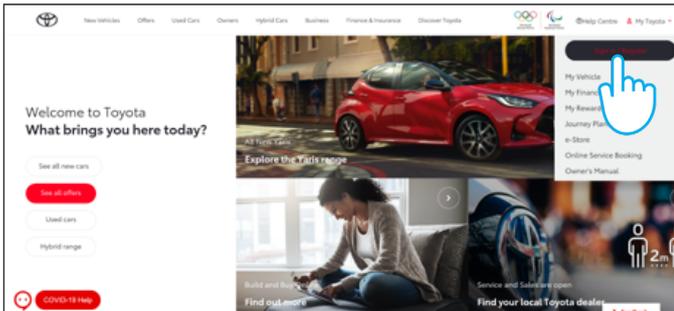


# MyToyota CUSTOMER PORTAL

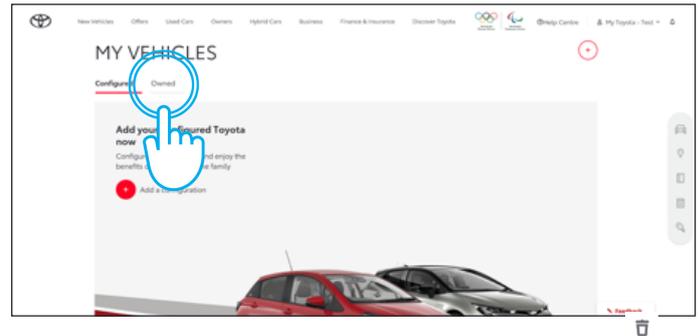
When selling your car, it is your responsibility to remove it from your MyToyota account, as specified in the Connected Services Terms of Use. Don't cancel your account, as any future Toyota cars you own can be added to the account.

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

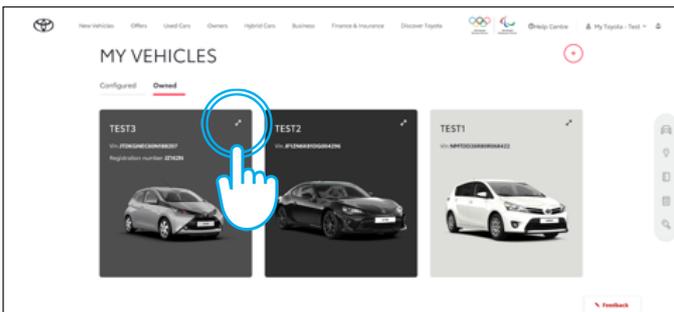
1. Sign in to your account.



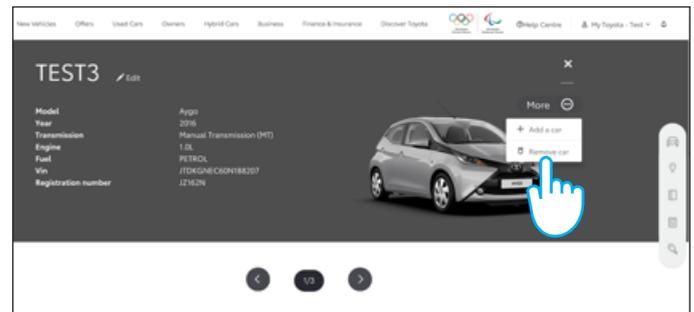
2. Select "Owned" tab.



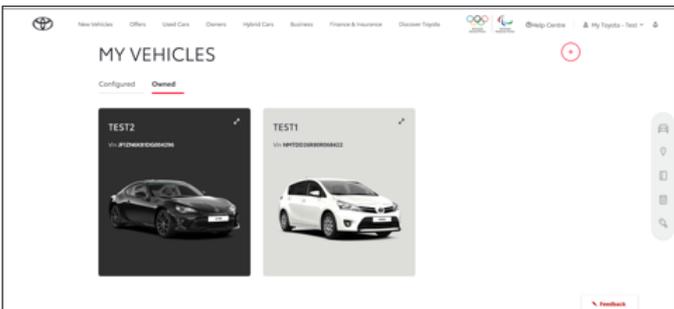
3. Click "Enlarge" icon in your car to be deleted.



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 MyToyota app.

## EVERY FEATURE COUNTS

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