

# Toyota Group Cookies Policy

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## 1. Who are we?

In this policy the “**Toyota Group**” (or “**we**” or “**us**”) is:

- Toyota Motor Corporation Australia Limited ABN 64 009 686 097 (“**Toyota Australia**”); and
- Toyota Finance Australia Limited ABN 48 002 435 181 (“**Toyota Finance**”).

See our [Privacy Policy](#) for more information on who we are and how we collect, use and disclose your personal information.

This policy describes how we use cookies when you visit our websites. We use cookies to provide you with an integrated experience across the whole OneToyota Network and to generally improve your user experience on our websites, social media pages and applications (**Platforms**). We value your trust and want to ensure you understand what cookies are, how we use them, and your ability to control cookies on your devices.

## 2. What are cookies?

Cookies are small data files that are downloaded to your device when you interact with online content (e.g. when you visit our Platforms). Cookies are useful as they allow us to recognise your device and provide you a continuous and personalised experience on our Platforms (e.g. by remembering information you previously provided us).

We may also use other tracking or data collection technologies across our Platforms including pixels (small graphic images embedded on our Platforms).

## 3. Why do we use cookies?

We use cookies to provide you with a continuous and personalised experience on our Platforms, cookies allow us to:

- let you navigate from page to page on our website without having to log in repeatedly;

- remember information you previously provided us (e.g. preferences) to improve your experience on our Platforms;
- associate you with media platforms like Facebook, Google Marketing Platform (GMP), Salesforce and, if you allow us to, enable interactions between your activities on our Platforms and those social media platforms;
- provide you with tailored marketing actions (such as allowing us to select which ads or offers are most likely to appeal to you, based on your interests, preferences, location or demographic information), and measure the effectiveness of these actions.

#### 4. What cookies do we use?

When you interact with our Platforms, we may use the following types of cookies:

Type of Cookie	Function
Necessary website cookies	These cookies are essential for the use of our Platforms and allow you to receive our content, log in, maintain your security and privacy and make payments or fill in forms. Without these cookies our Platforms cannot function and parts of our Platforms may become inaccessible if you block these cookies.
Performance and functional cookies	These cookies collect information about how visitors use our Platforms and allow us to enhance the performance and functionality of our websites. For example, we may use these cookies to remember changes you made to parts of the Platform that you can customise, or to record when you open a newsletter or piece of marketing content that we send you to allow us to understand how effective the content was and ensure we're delivering information that's relevant to you. These cookies are not essential, although certain functionalities of the Platforms may be unavailable without them (e.g. marketing recommendations or recording choices you made on previous visits to our Platforms)
Targeting or advertising cookies	These cookies collect information about your visits to and actions on our Platforms in order to provide marketing content more tailored to you. These cookies also help assist in limiting the number of times you see the same advertisement. If you do not allow these cookies we will still provide advertising to you, but it will be less tailored to you.

#### 5. Your choices regarding cookies

You do not have to accept cookies and can control the cookies downloaded to your device. However, as described in the table above, disabling certain cookies may limit the functionality of our Platforms.

If you would like to manage your Cookies or instruct your web browser to delete Cookies, please visit the help pages of your web browser:

[Google Chrome](#)

[Microsoft Edge](#)

[Mozilla Firefox](#)

[Apple Safari](#)

For any other web browser, please visit your web browser's official web pages.

If you would like to opt-out of advertising cookies, you can opt out by visiting [Google's Ads Preference Manager](#). You can also opt out of any third party vendor's use of cookies by visiting the Network Advertising Initiative opt-out page [www.networkadvertising.org](http://www.networkadvertising.org) or by clicking on the "Your AdChoices" symbol within advertisements to opt out.

## 6. How to contact us

You can contact **Toyota Australia** by;

Email

- For privacy enquiries: [privacy@toyota.com.au](mailto:privacy@toyota.com.au)

Telephone or mail

- Telephone: 1800 TOYOTA ([1800 869 682](tel:1800869682))
- Post: Toyota Australia, GPO Box 2006S, Melbourne, Vic 3001

If your enquiry relates to Connected Services, you can contact Toyota by:

- Email: [connectedenquiries@toyota.com.au](mailto:connectedenquiries@toyota.com.au)
- Telephone: Toyota Connected Account Enquiries on 1800 TOYOTA ([1800 869 682](tel:1800869682))

If your enquiry relates to **Toyota Finance** (Toyota finance, roadside assist and insurance products), you can contact Toyota Finance by:

- Email: [financeprivacy@toyota.com.au](mailto:financeprivacy@toyota.com.au)
- Telephone: [137 200](tel:137200)
- Post: Toyota Finance National Customer Solutions Centre, PO Box 9215, Scoresby VIC 3179

If your enquiry relates to KINTO, you can contact KINTO by:

- Email: [info@kinto.com.au](mailto:info@kinto.com.au)
- Telephone: [1300 454 686](tel:1300454686)
- Post: KINTO National Customer Solutions Centre, PO Box 9215, Scoresby VIC 3179

You can contact us without identifying yourself or by using a pseudonym. However, if you do not identify yourself or provide your contact details, we may not be able to respond to your query.

If you contact us on behalf of another person, we will require evidence of your authority to act on behalf of that other person.