

Toyota Parts and Service Online Privacy Statement

(Effective as of January 2, 2008) (Continental United States Only)

Thank you for visiting Toyota Motor Sales, U.S.A., Inc. (Toyota) online.

This Online Privacy Statement establishes how we handle the information we learn about you when you visit www.toyotapartsandservice.com. Respecting your privacy is of utmost importance to us. Proper handling of your personal data is a critical aspect of the way we create, organize and implement our activities online.

- We use personal information you provide us online only for purposes consistent with the reason you provide it.
- We may share personal information you provide us online with our business partners to assist us in fulfilling your request.
- We may also share your personal information with companies affiliated with Toyota and our authorized dealers and dealer advertising associations.

Your Acceptance of Our Privacy Statement

By using this website, you signify your acceptance of this Privacy Statement. If you do not agree with the manner in which we handle data as described in this Statement, please do not use this site.

Changes to This Privacy Statement

We will post changes to this online statement and update the effective date when this statement is updated.

Last updated January 2, 2008

Information We Collect; How We Use and Share it

You can visit this web site to read and learn about our products, without telling us who you are and without revealing any personally identifiable information. However, to purchase parts as described in more detail below, you must provide personal information.

Personal information identifies you and includes your name, business mailing address, e-mail address, fax /phone number. We collect your personal information to provide you with the parts you order.

Your personal information may be shared with our business partners to assist us in fulfilling your request, which includes, but is not limited to the dealer(s) you select to supply your parts and the third party website host of this Site. We do not share your personal information with companies affiliated with Toyota.

The personal information we collect from you is used only for purposes consistent with your request or agreement:

Parts Ordering: We collect information necessary to meet your requests to purchase parts from your preferred dealer.

Emails and Newsletters: We may collect your personal information to send out communications to you via email or U.S. mail.

Surveys: We may ask you to provide certain demographic information (such as your gender and zip code) when we conduct surveys on this web site. We may use the information that you submit, including your responses to the survey questions, for the purposes identified to you prior to your participation in the survey. In some cases, we may publish the results of the survey, but will do so only as aggregate information and you will not be individually identified. As we may be conducting certain surveys with our business partners or other third parties, we may also share the results of those surveys with those third parties, but will not identify individuals.

Non Personal Internet Information: We collect and store non personal internet information, such as the name of your Internet service provider, the browser (including available plug-ins and browser functionality) and type of machine you are using, the IP address, the Web site that referred you to us, the pages you request and the date and time of those requests to help us generate statistics, measure site activity and improve the usefulness of customer visits.

Information Sharing for Legal Purposes

Toyota reserves the right to disclose any personally identifiable information or other information we collect through this Web site or otherwise if we are required to do so by law or if we reasonably believe that the disclosure is necessary in order to (a) fulfill a government request; (b) conform with the requirements of law or to comply with legal process served on us; (c) protect or defend the legal rights or property of Toyota, this Web site or its users, or third-party licensors of any material on this Web site; or (d) in an emergency to protect the health or safety of the users of this Web site or the general public.

Information Security

We are committed to keeping your personal information secure. We have appropriate technical, administrative and physical procedure in place to protect personal information from loss, misuse or alteration.

We limit access to personal information to individuals who have a business need consistent with the reason the information was provided.

Your Choices and Access to Your Information

Our website gives you choices. You can choose to receive emails from us about products and other information. We strive to keep your personal information accurate.

Children's Privacy

This Web site is not intended for children under the age of 13. Toyota does not knowingly collect personal information from children that young. If you are under the age of 13, please do not submit your e-mail address or any other personal information to us through the Toyota Web site.

Cookies and Web Beacons

Toyota uses cookies and web beacons (also referred to as Web bugs, pixel tags or clear GIFs) to manage our Web site and e-mail programs. We do not use cookies or web beacons to collect or store personal information.

A cookie is a small file placed on your computer when you visit a Web site. Its purpose is to manage your Web site experience and allow for customization of the web pages presented to you when you return to the site.

Web beacons are small bits of computer code that allow a Web site owner to track the actions of users on the site and recipients of e-mail communications.

Cookies and web beacons help us understand how our customers use our Web site and e-mail so we can design better services in the future. Toyota may use cookies and web beacons to measure the effectiveness of our online advertising initiatives and determine the correlation between Toyota purchasers and the online sites they visit.

Links to Other Web Sites

This site includes links to other Web sites, such as the sites for Technical Information Services, Motor Age, ASA, Books4Cars and IATN. These sites are not under our control, even though they may use the Toyota name or logo on their site through an agreement with us. Such other sites do not necessarily follow our Privacy Statement, and may place their own cookies on your computer. This practice is standard on the Web, and we do not control cookies placed on your computer by third parties whose advertising or links appear on our site. These sites have their own privacy and information security policy and terms and conditions. Visitors should consult the other sites' privacy notices as we have no control over information that is submitted to, or collected by, these third parties.

Information About Phishing Scams

There have been noticeable increases in the number of suspicious e-mails claiming that the e-mail recipient has won a Toyota lottery or other promotion. Sometimes the e-mail claims that the recipient has won a new Toyota Prius. In order to claim the prize, the e-mail asks that personal information (i.e., Full Name, Address, Nationality, Age, Gender, Occupation, Phone/Fax, and/or Country of Residence) be sent to a Hotmail or Yahoo e-mail address. Samples of these hoax e-mails can be found at [this Web site](#).

This type of e-mail solicitation is known commonly as a “phishing” scam, with the primary objective being to obtain one's personal information. This information can then be utilized to steal a person's identity. For example, a “Toyota Lottery” phishing scam is often sent from Chinese (.cn), German (.de) or British (.co.uk) addresses but can originate from anywhere and look very official even to the most savvy of Internet users. Toyota will never ask you to send passwords, login names, Social Security numbers, or other personal information through e-mail. If you receive an email from Toyota asking you to update your credit card information, do not respond: this phishing scam. Recipients of suspicious e-mail like this should delete the message from their in-box and, if possible, update their e-mail filter settings to block e-mails from the e-mail address being used. The [Federal Trade Commission](#) and the [Antiphishing Workgroup](#) are also good sources of information about these types of security threats and how they may be reported to the authorities.

How to Contact Us

To contact us with a question email us at admin@toyotapartsandservice.com.