



## Cookie Policy – Full-Service Lease

Last updated: 11 December 2020

Accessible at: <https://toyotaconnected.eu/our-privacy-policy/products>

Toyota Connected Europe Limited (**TCEU**) of 14-18 Handyside Street, London, N1C 4DN is providing your employer with information society services, including the provision of location data, when you drive company vehicles whilst performing your employment duties.

Our DPO can be contacted at [privacy@toyotaconnected.eu](mailto:privacy@toyotaconnected.eu) for matters also concerning data collected which is regarded as personal data.

This Cookie Policy describes how TCEU uses cookies and similar technologies in the delivery of our Full-Service Lease products.

There are two ways in which TCEU sets cookies and similar technologies when using our Full-Service Lease products:

- Web Portal  
A web portal for companies (usually your employer) to administer their fleet of vehicles, used by one or many employees.
- Mobile App  
An application downloaded on your mobile or other device, which can be used to help your employer manage their fleet of vehicle, usually used by one person.

This Cookie Policy will apply whenever you access the Web Portal or Mobile App on any hardware. You can block the download of most of the cookies or remove/disable them by altering the privacy settings on your web browser or within your mobile phone settings. Any cookies that are set that are regarded as essential to for the service to be delivered cannot be blocked.

### Our Use of Cookies

We use cookies to tell us, for example, whether you have visited us before or if you are a new visitor, what you look at on our websites/applications, and what pages you click through to. The cookies are a tool to understand a user's behaviour when using the web portal or mobile app, including (among other things) a user's preferred pages, journeys between pages, the device type used to access the portal and app, and browser information. This information helps us understand our applications usage so we can improve its content and performance.

We collect an IP address which is a unique identifier that certain electronic devices used to identify and communicate with each other on the Internet. When you use our web portal or mobile app, we use the IP address of the device you use to connect to the Internet. We use this information to determine the general physical location of the device and understand from what geographic regions our visitors come from. We also may use this information to enhance our website.

### Essential Cookies

Some cookies are essential for our applications to function, for example to meet a legal obligation of the security of our systems, for the pages to load timely, and to retain information you input into the pages for the period of the session in which you are connected. Where cookies are regarded as essential to the service, we deliver to you, there will be no choice about setting these, our service simply could not function without them.

### Non-Essential Cookies

We set these cookies ourselves or ask a third party to help us with the purposes outlined in the table below. These types of cookies need your, or your employer consent to set them. There is a genuine choice for either you or your employer.

### Withdrawing your Consent or Changing your Cookie Settings

If you have given your consent to non-essential cookies, and you change your mind and wish to withdraw your consent, you can do this by blocking the cookies listed in the table below through your browser, or mobile app settings.

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set, visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

Cookie category	Cookie name	Cookie Purpose	First or Third Party	Cookie Retention Period
Essential	_accepted_cookies	This allows us to remember your cookie settings, so we don't have to show you the popups again	First Party –	6 months
Non-Essential – Third Party Cookies				
Analytics	_ag_gid	<p>These cookies are used to collect information about how visitors use our applications. We use the information to compile reports and to help us improve the applications.</p> <p>The cookies collect information, including the number of visitors to the applications and where visitors have come to the applications from and the pages, they visited</p>	Third Party – Google (Firebase)	<p>See Googles own policies</p> <p><a href="https://support.google.com/analytics/answer/6004245">https://support.google.com/analytics/answer/6004245</a></p>
Analytics	_hjDonePolls	Used by Hotjar. Set once you complete a poll. It is used to ensure that the same poll does not reappear if it has already been filled in.	Third Party – Hotjar	<p>Link to hot jar</p> <p><a href="https://www.hotjar.com/privacy/">https://www.hotjar.com/privacy/</a></p>
Analytics	_hjShownFeedbackMessage	Used by Hotjar. Set when you minimise or complete Incoming Feedback. This is done so that the Incoming Feedback will load as minimized immediately if you navigate to another page where it is set to show	Third Party – Hotjar	<p>Link to hot jar</p> <p><a href="https://www.hotjar.com/privacy/">https://www.hotjar.com/privacy/</a></p>

Analytics	_hjid	Used by Hotjar. Sets a unique ID for your session to help tell us how you use the web portal and mobile app	Third Party – Hotjar	Link to hot jar <a href="https://www.hotjar.com/privacy/">https://www.hotjar.com/privacy/</a>
Analytics	_hjIncludedInSample	Used by Hotjar. Says if you're included in the current sample for collecting information about how you use the Web portal and mobile app	Third Party – Hotjar	Link to hot jar <a href="https://www.hotjar.com/privacy/">https://www.hotjar.com/privacy/</a>
Analytics	_hjRecordingLastActivity	Used by Hotjar. This should be found in Session storage (as opposed to cookies). This gets updated when a recording of your session starts and when data is sent through the WebSocket (you perform an action that Hotjar records)	Third Party – Hotjar	Link to hot jar <a href="https://www.hotjar.com/privacy/">https://www.hotjar.com/privacy/</a>
Analytics	_hjLocalStorageTest	Used by Hotjar. Used to check if the Hotjar Tracking Script can use local storage. If it can, a value of 1 is set in this cookie. The data stored in _hjLocalStorageTest has no expiration time, but it is deleted almost immediately after it is created.	Third Party – Hotjar	Link to hot jar <a href="https://www.hotjar.com/privacy/">https://www.hotjar.com/privacy/</a>
Analytics	_hjMinimizedPolls	Used by Hotjar. Set once a visitor minimizes a Feedback Poll widget. It is used to ensure that the widget stays minimized when you navigate through our web app	Third Party – Hotjar	Link to hot jar <a href="https://www.hotjar.com/privacy/">https://www.hotjar.com/privacy/</a>
Analytics	_hjAbsoluteSessionInProgress	Used by Hotjar. This cookie is used to detect the first pageview session of your visit. This is a True/False flag set by the cookie	Third Party – Hotjar	Link to hot jar <a href="https://www.hotjar.com/privacy/">https://www.hotjar.com/privacy/</a>
Analytics	_hjClosedSurveyInvites	Used by Hotjar. Set once you interact with a Survey invitation modal pop-up. It is used to ensure that the same invite does not reappear if it has already been shown.	Third Party – Hotjar	Link to hot jar <a href="https://www.hotjar.com/privacy/">https://www.hotjar.com/privacy/</a>

Analytics	_hjTLDTest	Used by Hotjar. When the Hotjar script executes Hotjar try to determine the most generic cookie path they should use, instead of the page hostname. This is done so that cookies can be shared across subdomains (where applicable). To determine this, Hotjar try to store the _hjTLDTest cookie for different URL substring alternatives until it fails. After this check, the cookie is removed	Third Party – Hotjar	Link to hot jar <a href="https://www.hotjar.com/privacy/">https://www.hotjar.com/privacy/</a>
Analytics	_hjCachedUserAttributes	Used by Hotjar. This cookie stores User Attributes which are sent through the Hotjar Identify API, whenever you are not in the sample. These attributes will only be saved if you interact with a Hotjar Feedback tool.	Third Party – Hotjar	Link to hot jar <a href="https://www.hotjar.com/privacy/">https://www.hotjar.com/privacy/</a>
Analytics	_hjUserAttributesHas	Used by Hotjar. User Attributes sent through the Hotjar Identify API are cached for the duration of the session in order to know when an attribute has changed and needs to be updated.	Third Party – Hotjar	Link to hot jar <a href="https://www.hotjar.com/privacy/">https://www.hotjar.com/privacy/</a>