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**TFSIN PRIVACY POLICY**  
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**TOYOTA FINANCIAL SERVICES INDIA LIMITED**

Corporate Office: No. 21, Centropolis, First Floor, 5th Cross, Langford Road, Shanti Nagar, Bangalore – 560 025  
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## TFSIN Privacy Policy

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TFSIN distribution and signoff list: This document has been issued to the following people for sign-off, review, information & recommendation.

Name	Designation	Action Required	Signature
N Raja	MD & CEO	Approve	
Manabu Ueno	EVP	Approve	
Harish Sharma	CIO	Recommend	
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Ashwini Yadav	Head IT	Recommend	
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Priyaranjan Samal	AVP-Information Security	Draft	

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30/07/2021	Priyaranjan Samal	1.0	Initial Draft

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## TFSIN Privacy Policy

### 1.0 Objective:

Data Privacy is a fundamental principle within a modern society. Data privacy is not - unlike the term may first suggest - all about data, but about the people, of whom information (data) is processed. Data privacy is a fundamental right, which refers to the protection of the personal rights of natural, living people.

Toyota Financial Services is committed to protecting any personal information that we may receive from our customers and have hence this Policy to demonstrate our commitment towards the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information), Rules, 2011 (“Rules”) and also towards the Toyota Financial Services Global policy for data privacy and protection.

We believe it is important for you (Provider) to know how we treat information about you that we may receive when you engage with us.

This Privacy Policy is devised to help you feel more confident about the privacy and security of your personal details. '

### 2.0 Definitions:

#### For the purpose of this policy:

**Personal Information:** Means any information that is capable of identifying an individual. This can include but not limited to any financial information such as credit history, bank records, employment records etc and or Name, Address, Email, Phone number, Age, Sex, Marital status, Race, Nationality, Religious beliefs.

**Sensitive Personal Data** of a person, means such Personal Data which consists of information relating to:

- Password.
- Financial Information such as bank account or credit card or debit card or other payment instrument details.
- Physical, physiological and mental health condition.
- Sexual orientation.
- Medical records and history.
- Biometric Information.
- Any other details relating to the above mentioned, provided by any person to Toyota Financial Services India for providing services.
- Any Information received pursuant to the above mentioned by Toyota Financial Services India for processing or storing such Information under a lawful contract or otherwise.
- Provided that any Information that is freely available or accessible in public domain or furnished under the Right to Information Act 2005 or any other law for the time being in force will not be considered to be Sensitive Personal Data

**Employees** are identified or identifiable persons, who are employed by Toyota Financial Services India

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**Customers** are identified or identifiable natural persons, who show Toyota Financial Services India that they have an obvious interest in concluding a contract for the purpose of acquiring a product or a service or, as the case may be, that they are the recipient of a product or service provided by Toyota Financial Services India.

**Provider** are customers/employees or individuals who provide the personnel and sensitive information to Toyota Financial Services India.

**Processing** is any operation or set of connected operations performed using the Personal Data, whether with or without the help of automatic means. This includes collection, recording, organisation, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, blocking, erasure or destruction.

### 3.0 Purpose & Usage:

Provider's Personal Information/ Sensitive Personal Data is collected and used /processed for lawful, legitimate, contractual, and administrative purposes of Toyota Financial Services India.

Generally the Personal Information/Sensitive Personal Data collected pertains to the Provider that may be used for the purposes such as administration and facilitation of relationship with customers, employees, suppliers etc. for internal operational purposes, for marketing surveys and customer research and feedback, warranty services, to update with information about Toyota Financial Services India and the products and services, to provide information about special offers, from time to time and to satisfy the legal and regulatory obligations

The Personal Information/Sensitive Personal Data collected pertaining to the staff/employee may be used for human resource management, technology support/updates, management planning, administration and management of the internal processes, services and operations to enable it to perform Toyota Financial Services India's proper functions and to satisfy the legal and regulatory obligations

The Personal Information/Sensitive Personal Data (as per Rules) can be collected /or retained either directly by Toyota Financial Services India or through an affiliate or third party.

### 4.0 The Information We Collect:

TFSIN receives the following information from the provider:

- (i) information that is directly provided to us, such as personal information you provide when you visit TFSIN Systems or Application, and
  - Basic Information regarding the Relevant Individuals such as name, contact details, address, gender, birth date, marital status, children, parents details, dependent details, photos, photo id proof, pan card, passport, voter ID, aadhar card, life insurance nominees/beneficiaries, fingerprint information, emergency contact details, citizenship, visa, work permit details;

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(ii) information that is passively or automatically collected from you, such as information collected from the browser or device you used to access Our Website or Services.

### 4.1 Information Provided to Toyota Financial Services India:

There are portions of Toyota Financial Services India systems where we may need to collect personal information from the Provider/Customer for a specific purpose. For e.g., Customer can register, apply for services and products, seek out enabler connects.

In the course of these various offerings, we often seek to collect from Provider/Customer various forms of information, such as: name, address, e-mail address, telephone number, fax number and business details. At some instances, customer may also be able to submit Information about their business plan.

### 4.2 Information That is Automatically Collected.:

In general, Toyota Financial Services India customer can visit Toyota Financial Services India Systems without telling us who they are or revealing any information about themselves. We, and Our third-party service providers or other partners (collectively 'Partners') may use automated means to collect various types of Information about customer and their computer or other device used to access our systems.

A representative, non-exhaustive list of the types of automatically collected information may include: network or Internet protocol address and type of browser You are using (e.g., Chrome, Safari, Firefox, Internet Explorer), the type of operating system You are using, (e.g., Microsoft Windows or Mac OS), mobile network, device identifiers, device settings, browser settings, the web pages of the Website You have visited, Website visited before and after You visited our Website, the type of handheld or mobile device used to view the Website (e.g., iOS, Android), location information, and the content and advertisements You have accessed, seen, forwarded and/or clicked on. Please see our Section titled Cookies, for more information about how the foregoing Information may be collected and used

## 5.0 How TFSIN May Use the Providers Information:

### Consent to data processing:

By using Toyota Financial Services India Systems/Applications, the Provider/Customers accept that Toyota Financial Services India may retain their Information and that it may be held by Toyota Financial Services India or any of its partners that processes it on our behalf. We, along with our Partners, shall be entitled to use the Providers Information for the following purposes:

1. Provide and communicate with provider/customer about feedback, follow up on products you've applied for or queries submitted to the team
2. Fulfil provider/customer requests regarding the services, including without limitation respond to your inquiries, communicate with You about our products or services that We believe may be of interest to you
3. Enforce the legal terms (including without limitation our policies and terms of service) that govern your use of our Services, and/or for the purposes for which you provided the Information,

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4. Provide technical support for the Website or in connection with Our services and Offerings,
5. Prevent fraud or potentially illegal activities (including, without limitation, copyright infringement) on or through Our Website or Services,
6. Protect the safety of our other subscribers or Users,
7. Perform analysis regarding how you use the Services or any part thereof such market research, including statistical analysis of User behaviour which We may disclose to third parties in depersonalised, aggregated form.
8. In order to enable Toyota Financial Services India to comply with any requirements imposed on Toyota Financial Services India by law.
9. In order to send Provider/Customer periodic communications (this may include e-mail), about features, products and services, events and special offers. Such communications from Toyota Financial Services India may include promotion of programs being organized by third parties on our website.

### **6.0 Security and Storage:**

Information and Personal Data Security is very important to Toyota Financial Services India.

Toyota Financial Services India undertakes a number of security measures to maintain the safety of the Provider's personal information, which includes the use of physical secure data centres and premises; internal security policies and procedures; defined internal segregation of duties; and electronic access controls such as passwords and encryption technology.

Toyota Financial Services India follows industry acceptable standards to collect, store and protect personal data, including the use of encryption. We retain personal data for as long as it is needed to provide the services you have requested, and thereafter for legal and service purposes. These may include retention periods mandated by legal, contractual, or similar obligations; for resolving, preserving, enforcing or defending our legal and contractual rights; needed to maintain adequate and accurate business and financial records or how you access, update, or delete your data etc.

### **7.0 Information Sharing and Disclosure:**

The Personal Information/Sensitive Personal Data collected would only be used, processed and/or shared within the affiliates and/or group companies, authorized by Toyota Financial Services India.

Toyota Financial services India would not disclose any Personal Information/Sensitive Personal Data to any external organization unless it has the consent of the provider, or are required by law or have previously informed the Provider.

### **8.0 No Obligation:**

The Provider is under no obligation to provide any personal information requested by Toyota Financial Services India and a Provider can withhold any personal information as he/she may choose, but in such a case Toyota Financial Services India may not be able to provide all products and services as this will depend on the kind of information withheld.

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The Provider can opt-out at any time online by accessing the unsubscribe form. A minimum period of ten business days is required to process the requests.

The Provider may review the Personal Information/Sensitive Personal Data provided to Toyota Financial Services India for the purpose of ensuring that the said information is accurate. Toyota Financial Services India shall not be responsible for the authenticity of the information supplied To Toyota Financial Services India or to any person acting on behalf of Toyota Financial Services India

## **9.0 Contact Us**

Toyota Financial Services India strives to maintain the Provider's personal information on the records as accurately and updated as reasonably as possible. On request, the details on record, the purpose for which it is used, and to whom has it been disclosed can be provided. Access to personal information in the possession of Toyota Financial Services India shall be subject to certain exceptions and reasonable costs.

If the personal information that Toyota Financial Services India hold about the Provider is incorrect or changed then the Provider can notify Toyota Financial Services India of such changes.

Additionally, any discrepancy or grievance of the Provider of information about processing of information can be addressed to the following contact (Grievance Officer) as below:

[grievanceredressalofficer@tfsin.co.in](mailto:grievanceredressalofficer@tfsin.co.in)

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