

Notice of Privacy Practices

C.H. Robinson Privacy

Global Privacy Notices

At C.H. Robinson, we respect your privacy and believe in transparency so that people and organizations can control their data and make meaningful choices in how it is used. Our Privacy Notices detail how we handle your personal information based on your relationship with us.

Our Privacy Notices

C.H. Robinson Worldwide, Inc., its subsidiary Breaker19, and their subsidiaries (collectively, "C.H. Robinson," "we," "us," and/or "our") respect your privacy. Due to the nature of our business, we may take different approaches to our processing of personal information depending on your relationship with us.

We have designed our Customer Notice, Carrier and Grower Notice, and Visitor Notice (collectively, "Notices," individually a "Notice") to be global in nature, where possible, and to explain what personal information we collect and how it is used and shared, if at all. Our Notices are applicable to past, present, and prospective customers, carriers, growers, and visitors as further described in each Notice.

Additionally, our Notices contain references to "tools" and "technologies." These terms include all websites, technologies, applications, products and services produced, managed, and maintained by C.H. Robinson. Personal information referenced in our Notices refers to any information that identifies, relates to, or describes a specific individual or as defined under your specific data protection regulation.

The following content contains language from one of our three notices specific to the type of relationship you have with C.H. Robinson. Please view the Notice or Notices that best represent your unique relationship with us.

- Carrier, Driver, & Grower Notice
- Customer & Shipper Notice
- Visitor Notice

Also please review the Additional Information statements of our Privacy Notice. These statements are additional information that apply to ALL notices regardless of where you live or your relationship with us.

- Legal Bases for Processing
- Your Rights & Choices
- International Data Transfers
- Cookie Statement
- Data Protection
- Data Retention
- Children Under the Age of 16
- Contact Us

Notice of Privacy Practices

C.H. Robinson Privacy

Carrier, Driver, & Grower Privacy Notice

This Carrier Privacy Notice (this “Notice”) applies to past, present, and prospective carriers, dispatchers, drivers, and/or individuals working on behalf of a carrier including owner operators, and contracted carriers. This Notice applies to C.H. Robinson subsidiaries including Breaker19.

This Notice also applies to past, present, and prospective grower/suppliers working with C.H. Robinson and our Robinson Fresh® brand.

How C.H. Robinson collects your personal information

C.H. Robinson may collect your personal information in the following ways:

1. Directly from You:

- When you onboard as a carrier or grower and establish a relationship with us.
- Through your engagement with our tools and technology (e.g., email, mobile apps, Navisphere®) during your relationship with us.
- When you use our products and services, and provide feedback.
- By participating in professional or industry events, engaging with our representatives, or attending our webinars.
- When you visit our offices, warehouses, or other locations requiring credentials or verification (see our [Visitor Notice](#)).

2. From Third Parties:

- When third parties perform services on your or our behalf, such as providing geo-location and ELD data, load boards, or telematic information from IoT devices that include precise geolocation.
- Through partnerships with providers supporting onboarding, financial products, credit services, and carrier incentive products and services.
- During insurance claims or litigation activities.
- Using third-party cookies and pixel tags, remarketing technology, or other digital data.
- From regulatory bodies, authorized law enforcement, and government agencies.

3. From Public Sources:

- When you engage with or contribute to our social media platforms.
- From professional social media or public data profiles.

What personal information C.H. Robinson collects

Depending upon where you are located and your relationship with us, the type of personal information C.H. Robinson collects about you may include:

Notice of Privacy Practices

C.H. Robinson Privacy

Categories of Personal Information	Examples of Personal Information Collected
Onboarding Information	• Tax ID/SSN • Bank account information • Licensing/Insurance details • Safety rating details • Business contact details • Physical Address • Certificate data (e.g. minority business status) • Vehicle Information (e.g. tractor/trailer)
Financial Products and Services Information	• Credit assessment results • Organizational ownership contact details
Shipment Information	• Dispatcher contact details • Driver contact details • Precise or approximate geo-location information • Driver's license/Government issued ID number • Document images (e.g. photos of BOLs, assessorial, freight data.)
Communication Preferences and Interactions	• Mobile phone number • Communications platform usernames (e.g. WhatsApp, Google Chat) • Email address • Recordings (digital, voice, or video)
Digital Information	• Device ID • MAC Address / IP Address • Tracking cookies, pixel tags, etc. (see our Cookie Statement) • Unique username and authentication credentials (e.g. user login information) • Biometric images and other biometric data
Public Information	• Professional social media data (e.g. LinkedIn)
Other Information	• Feedback Surveys • Participation in pilots / MVP efforts • Questionnaires and Forms • Information necessary for claims or litigation

Notice of Privacy Practices

C.H. Robinson Privacy

Professional Industry engagements / Expert Support / Conferences	Professional contact information
---	--

How C.H. Robinson uses your personal information and our purpose for processing

General Use

C.H. Robinson uses your personal information to deliver value through our expertise, products, and services. This includes executing shipments, facilitating billing, invoicing, and payments, providing technology support, protecting against fraud, promoting network security, managing claims and liabilities, mitigating corporate risk, gathering feedback to improve our offerings and user experience, advancing our market intelligence, and developing products and services to better serve you.

Artificial Intelligence/Automated Decision-Making Tools

C.H. Robinson employs artificial intelligence, including natural language technology and machine learning, for data analysis, business process support, and product development. These technologies enhance predictions and decisions, increase efficiencies, and enable direct engagement with you to improve our service effectiveness.

Communications / Marketing

When you transport C.H. Robinson shipments, we may communicate directly with you via multi-channel messaging and calls to ensure a seamless experience. This includes tracking, completing transactions, submitting paperwork, processing payments, issuing fraud alerts, and providing system execution support. Based on your preferences, we also market relevant services and send information about products and shipments that may interest you. You can manage your communication preferences at any time, and we will honor your choices.

Shipment/Visibility Data

When you transport C.H. Robinson shipments, we may collect and use precise or approximate location data through our proprietary tools, IoT devices, mobile apps, or other third-party sources.

Compliance

C.H. Robinson may use personal information to comply with sector-specific requirements, regional or local regulations, to maintain industry certifications, or enable cross-border shipment execution.

How C.H. Robinson May Share Your Personal Information

C.H. Robinson does not sell personal information or share it in unexpected or unlawful ways. There may be limited instances where we share information with third parties, such as:

- With shipper customers requiring driver or shipment level details to support contractual obligations for visibility and fraud prevention.
- When contracting with a service provider to execute a service on our behalf.

Notice of Privacy Practices

C.H. Robinson Privacy

- When you apply for and use financial products or services such as factoring or additional payment options.
- When legally or contractually required, or in response to industry, regulatory, or governmental requirements, legal requests, or external audits.
- With our professional advisors and auditors.
- With a C.H. Robinson affiliated company or entity.
- With a successor or potential successor organization, for example, during M&A activities or if we divest ownership of our operations to another organization.

Notice of Privacy Practices

C.H. Robinson Privacy

Customer & Shipper Notice

Customer & Shipper Privacy Notice

This Customer Privacy Notice (this “Notice”) applies to past, present, and prospective customers, shippers, and C.H. Robinson Managed Solutions™ clients.

C.H. Robinson’s Role

C.H. Robinson primarily acts as the data controller for personal information collected, processed, and generated through our services, including the use of our technology, applications, websites, and other engagement tools. This encompasses data created from our interactions with you, such as transformed data for shipment execution, and personal data about your employees supporting business operations.

In certain situations, C.H. Robinson functions as a data processor, particularly when handling original data sets (data originally collected by C.H. Robinson) containing personal information.

C.H. Robinson Managed Solutions

When we perform C.H. Robinson Managed Solutions services, we operate as a data processor, processing personal information solely at the direction of our C.H. Robinson Managed Solutions clients as outlined in service contracts. In these cases, our C.H. Robinson Managed Solutions clients are the data controllers and are responsible for ensuring compliance with applicable regulations.

How C.H. Robinson Collects Your Personal Information

C.H. Robinson may collect your personal information in the following ways:

1. Directly from You:

- When you provide personal information to execute your shipments.
- Through your engagement with our tools and technology (e.g. email, Navisphere®) during your relationship with us.
- Through your use of our customer platforms, including logging in, managing shipments, approving transactions, and performing other actions within our transportation management systems.
- When you use our products and services, and provide feedback.
- By participating in professional or industry events, engaging with our representatives, requesting resources like white papers or case studies, or attending our webinars.
- When you visit our offices, warehouses, or other locations requiring credentials or verification (see our [Visitor Notice](#)).

2. From Third Parties:

- Through partnerships with data providers that support our business objectives and strategic decision-making.
- Agents that ensure service continuity in locations where we do not have offices.
- During insurance claims or litigation activities.

Notice of Privacy Practices

C.H. Robinson Privacy

- Using third-party cookies and pixel tags, remarketing technology, or other digital data.
- From regulatory bodies, authorized law enforcement, and government agencies.

3. From Public Sources:

- When you engage with or contribute to our social media platforms.
- From professional social media or public data profiles.

What Personal Information C.H. Robinson collects

Depending upon where you are located and your relationship with us, the type of personal information C.H. Robinson collects about you may include:

Categories of Personal Information	Examples of Personal Information
Onboarding Information	• Account contact information
Financial Information	• Credit card details when used for shipping purposes
Shipment Information	• Origin and destination addresses • Contact details at origin and destination addresses
Communication Preferences and Interactions	• Mobile phone number • Communications platform usernames (e.g. WhatsApp, Google Chat) • Email address • Recordings (digital, voice, or video)
Digital Information	• Device ID • MAC Address / IP Address • Tracking cookies, pixel tags, etc. (see our Cookie Statement) • Unique username and authentication credentials (e.g. user login information) • User login information, access permissions, login history, IP address, and records of actions taken within customer platforms (e.g. shipment approvals, edits, and submissions)
Sales/Lead Information	• Contact information, job title and organizational role • Communications history and preferences
Public Information	• Professional social media data (e.g. LinkedIn)
Other Information	• Feedback Surveys • Participation in pilots / product development efforts • Questionnaires and Forms • Information necessary for claims or litigation

Notice of Privacy Practices

C.H. Robinson Privacy

Compliance Information	• Contact information • Email address
Professional Industry engagements / Expert Support / Conferences and Webinars	• Professional contact information • Comments and Feedback • Attendance history and engagement

How C.H. Robinson uses your Personal Information and our purpose for processing

General Use

C.H. Robinson uses your personal information to deliver value through our expertise, products, and services. This includes but is not limited to executing shipments, facilitating billing, invoicing, and payments, providing technology support, protecting against fraud, promoting network security, managing claims and liabilities, mitigating corporate risk, gathering feedback to improve our offerings and user experience, advancing our market intelligence, and developing products and services to better serve you, or at your direction. This also includes operating, supporting, auditing, and reporting on activity within our customer platforms, including maintaining records of user access and actions for operational oversight and accountability.

Artificial Intelligence/Automated Decision-Making Tools

C.H. Robinson employs artificial intelligence, including natural language technology and machine learning, for data analysis, business process support, and product development. These technologies enhance predictions and decisions, increase efficiencies, and enable direct engagement with you to improve our service effectiveness.

Communications / Marketing

C.H. Robinson provides multi-channel messaging and calls to deliver optimal shipment visibility, business insights, market trends, advisories, and supply chain resources, tailored to your preferred communication methods. Additionally, based on your marketing preferences, we may also send you information about relevant services and products. You can manage your communication preferences at any time, and we will honor your choices.

Compliance

C.H. Robinson may use personal information to comply with sector-specific requirements, regional or local regulations, maintain industry certifications, or enable cross-border shipment execution. This may include reviewing user activity and access records to support audits, compliance reviews, and verification of system actions.

How C.H. Robinson May Share Your Personal Information

C.H. Robinson does not sell personal information or share it in unexpected or unlawful ways. There may be limited instances where we share information with third parties, such as:

- When contracting with a service provider to execute a service on our behalf.

Notice of Privacy Practices

C.H. Robinson Privacy

- With carriers when necessary to execute shipments.
- When you utilize financing options for shipment payment such as credit card, lines of credit, and other payment options.
- When legally or contractually required, or in response to industry, regulatory, or governmental requirements, legal requests, or external audits.
- With you or your organization through platform reporting features, including reports showing user access, actions taken, and transaction related activity for operational visibility, auditing, and compliance purposes.
- With our professional advisors and auditors.
- With a C.H. Robinson affiliated company/entity.
- With a successor or potential successor organization, for example, during M&A activities or if we divest ownership of our operations to another organization.

Notice of Privacy Practices

C.H. Robinson Privacy

Visitor Privacy Notice

This Visitor Privacy Notice explains how C.H. Robinson collects, uses, and shares personal information about people who visit our physical locations or use our public websites.

Visitors to Our Physical Locations

When you visit a C.H. Robinson office, warehouse, or other physical location, you are considered a “Visitor.” We may ask you to provide basic contact or identification information so we can manage access, meet facility requirements, and help keep our locations secure.

Visitors to Our Public Websites

When you use a C.H. Robinson public website, you are considered a “Website Visitor.” Depending on your location and choices, we may collect personal information through website forms, AI-powered chat features, cookies, pixel tags, and similar technologies. Please review our [Cookie Statement](#) for more details and your options.

Other C.H. Robinson privacy notices may also apply depending on your relationship with us. For example, a separate notice may apply if you provide motor carrier transportation services to C.H. Robinson. [Click here to navigate to our other privacy notices.](#)

How We Collect Your Personal Information

C.H. Robinson may collect your personal information:

Directly from You:

- **Visitors:** When you provide information during check-in, registration, credentialing, or identity verification at one of our locations.
- **Website Visitors:** When you browse our public websites, use website features, complete a form, request information, register for an event, or interact with AI-powered chat functionality.

From Third Parties:

- **Visitors:** From facility owners, building managers, regulatory bodies, or government agencies when needed for access, security, or compliance purposes.
- **Website Visitors:** From third parties that provide website analytics, advertising, remarketing, or similar digital services, depending on your choices and applicable law.

What personal information C.H. Robinson collects

The personal information we collect depends on how you interact with us and where you are located. Examples may include:

Notice of Privacy Practices

C.H. Robinson Privacy

Type of Visitor	Categories of Information	Examples of Personal Information
Visitors	Basic facility registration information	• Name • Company • Contact information • Host or person you are visiting • Visit date and time
Visitors	Facility compliance information	• Government-issued identification or passport information, when required • Date of birth, when required • Images, video, voice, or other recordings, including biometric information where applicable and permitted by law
Website Visitors	Digital Information	• Device identifiers • MAC Address / IP Address • Cookies, pixel tags, and similar tracking technologies • Login credentials or account information, if you create or use an account • Contact information when provided • Information you choose to share when using AI-powered chat functionality, including conversation details and a summary of the interaction • Meeting availability or scheduling information if you choose to schedule a meeting through chat functionality • Marketing and communication preferences

How C.H. Robinson Uses Your Personal Information

General Use

- **Visitors:** We use the information you provide before or during your visit to support check-in, verify access when needed, and help maintain the safety and security of our locations. At some facilities, we may use CCTV or other video technologies for security, regulatory compliance, fraud prevention, and inventory management.
- **Website Visitors:**
 - We use information collected during your website visit to understand how visitors use our websites, improve website content and functionality, and respond to requests you submit through public website forms, such as contacting an expert, requesting a whitepaper, or registering for a webinar.

Notice of Privacy Practices

C.H. Robinson Privacy

- If you use AI-powered chat functionality, we use the information you choose to share, along with technical and session information, to respond to your inquiry, create a summary of the interaction, operate the service, and improve chatbot functionality. Conversation data may be reviewed in a controlled way for quality and improvement, but it is not used to train AI models. If you choose to schedule a meeting through chat, we use your contact and scheduling information to arrange the meeting and send a confirmation.

Communications / Marketing

- **Visitors:** We may use your contact information to communicate with you during your visit, including to provide updates about the person you are visiting or to contact you in an emergency. We do not use physical visitor information for marketing purposes.
- **Website Visitors:** Depending on your location, preferences, and applicable law, we may use your information to send or personalize marketing communications about our products and services.

Compliance

- **All Visitors:** We may use personal information to meet legal, regulatory, contractual, security, and industry certification requirements.

How C.H. Robinson May Share Your Personal Information

C.H. Robinson does not sell personal information. We share personal information only when there is a business, legal, security, or operational reason to do so. Examples include sharing information:

- With service providers that perform services for us, such as facility access, security, website hosting, analytics, communications, or customer support.
- When required by law, contract, regulation, legal process, government request, or external audit.
- With contracted parties that help us support fraud prevention, security, or inventory management activities.
- With our professional advisors and auditors.
- With C.H. Robinson affiliated companies when needed for the purposes described in this Notice.

Notice of Privacy Practices

C.H. Robinson Privacy

Legal Bases for Collecting and Processing Personal Information

C.H. Robinson processes personal information only according to applicable laws and regulations and where we have an appropriate legal basis to do so. Depending on the jurisdiction where personal information is collected and processed, examples of legal bases that C.H. Robinson may rely on include:

- consent;
- legitimate interest;
- legal, contractual, and/or regulatory compliance; and/or
- when C.H. Robinson is a Data Processor, as a party to a contract.

Your Rights and Choices

We want to ensure that you feel in control of your personal information in our possession and to know how you can change your preferences related to our collection and use of your personal information. Therefore, we offer you certain choices about what personal information we collect from you and how we use that information.

Marketing

If you want to receive marketing from us, request notifications on products and services we provide, or change your marketing preferences, you may do so by logging into your account and updating your preference center. You can also unsubscribe from emails at any time using the “manage preferences link” contained in marketing emails.

Rights Request

Depending on where you are located, you may also have certain rights and choices regarding your personal information such as your right of access, request deletion, restrict or object to certain uses or processing, withdraw consent, etc.

You can exercise your rights by submitting a request the following link: [Individual Rights Request](#), or contact us as specified in [Contact Us](#) section of this Notice.

How We Respond to Requests Related to your Personal information

C.H. Robinson will not discriminate against you for exercising rights related to your personal information. Subject to applicable laws and regulations, we promptly process, and where necessary, respond to requests related to the use and processing of personal information. Please note that in some instances, we may need to ask you for additional personal information to verify your identity, especially when we receive requests from an individual acting on behalf of another as an authorized agent.

In some instances, we may be obligated to limit or deny your request if we have a lawful justification for doing so, such as a legal obligation to maintain the personal information.

Notice of Privacy Practices

C.H. Robinson Privacy

International Data Transfers

Subject to applicable global laws and regulations, C.H. Robinson transfers to and stores personal information in the United States.

When we transfer your personal information outside of your home country to countries which may not offer an equivalent level of protection for personal information to the laws of your home country, for example, to the United States, we take steps required by applicable global laws and regulations to make sure that your personal information is properly protected. See the [Data Protection](#) section of this notice for more information on how C.H. Robinson protects your information.

Cookie Statement

C.H. Robinson uses cookies, pixel tags, clear gifs, and other technologies (collectively, "Cookies") to automatically collect personal information about your interactions with our websites, online ads, and in emails. This Cookies statement explains: (1) what Cookies are and why we use them; (2) how you can manage your Cookies; and (3) the types of Cookies on our sites.

What Are Cookies and Why Do We Use Them?

Cookies are small data files stored by your web browser on your device. They help our websites remember your preferences, improve site functionality, and provide personalized ads and content. We use Cookies to:

- Facilitate navigation
- Display webpages effectively
- Personalize your experience
- Understand website usage
- Market our products and services
- Measure marketing success
- Effectively manage the performance of our websites
- Promote the security of our network

First-Party and Third-Party Cookies

We use both first-party and third-party Cookies. First-party Cookies are set by our website, while third-party Cookies are set by other domains. Third-party Cookies, such as those from Google Analytics and Adobe Analytics, help us serve ads based on your past visits and enable sharing of user set preferences across multiple sites.

Persistent and Session Cookies

- **Persistent Cookies:** Stored on your device until they expire or are deleted. They track your visits over time.
- **Session Cookies:** Temporary and deleted after you leave the website or close your browser. They track your activity during a single visit.

Notice of Privacy Practices

C.H. Robinson Privacy

How to Manage Cookies/Pixel Tags

You may see a Cookie consent pop-up when browsing our sites, allowing you to accept or decline Cookies. Most browsers let you block Cookies through settings, but blocking all Cookies may affect website functionality. For more information, visit www.allaboutcookies.org. Email pixel tags can be turned off by disabling images in your email client.

Global Privacy Control and Do Not Track Signals

We recognize Global Privacy Control (GPC) signals from California residents and residents of other jurisdictions where required. GPC is a browser setting that communicates your privacy preferences. For more details, visit <https://globalprivacycontrol.org>. We do not currently respond to Do Not Track (DNT) signals.

Types of Cookies We Use

We categorize our cookies into three types:

- **Required:** Essential for website functionality (also called strictly necessary).
- **Functional:** Enhance website performance and functionality.
- **Advertising:** Provide personalized ads and content.

While you cannot opt out of Required Cookies, you are able to manage your preferences regarding Functional and Advertising Cookies. Select Manage Settings when you receive our Cookie consent pop-up Notice.

Data Protection

Protection of the information you entrust to us is our priority.

To help protect the information we collect, store and process, including your personal information, we maintain administrative, technical and physical safeguards designed to secure this information against accidental, unlawful or unauthorized destruction, loss, alteration, access, disclosure, or other forms of unauthorized or unlawful processing commensurate with the risks posed by the particular type of processing, the nature of the personal information and in accordance with applicable law and applicable guidelines.

Additionally, we take steps to ensure that the personal information we collect is accurate and up to date. We retain personal information as long as it is necessary and relevant for our operations and in alignment with the purpose of collection, applicable laws, and internal policies. We update and test our security technology on an ongoing basis. We restrict access to your personal information and train our employees about the importance of confidentiality and maintaining the privacy and security of the personal information we manage.

Notice of Privacy Practices

C.H. Robinson Privacy

Retention

Subject to applicable laws and regulations, C.H. Robinson takes steps to ensure that the personal information we collect and process about you is retained for only as long as it is necessary for the original purpose for which it was collected. After this period, personal information will be deleted or in some cases anonymized.

For more information about how C.H. Robinson's retention periods applied to your personal information, please contact us as specified in the [Contact Us](#) section of this Notice.

Children Under the Age of 16

Our tools and technologies are not intended for children under the age of 16.

We are proud of our websites and we strive to ensure that they do not offend people of any age. However, unless otherwise noted on a particular site, our websites are not intended for children under the age of 16 years without the permission of a parent or guardian.

If you believe that a child has submitted personal information on or through our websites without the consent and supervision of a parent or guardian, please contact us using the information provided in the [Contact Us](#) section of this Notice.

Contact Us

If you have any questions or comments about this Notice, or if you would like us to update the personal information we have about you, or your preferences, you may contact us using the details below.

VP Global Data Privacy Director

C.H. Robinson Worldwide, Inc.
14701 Charlson Road, Suite 1200
Eden Prairie, MN 55347 United States
Phone: 952-683-3399
Email: privacy@chrobinson.com

Notice of Privacy Practices

C.H. Robinson Privacy

Limited Application

The following information applies only in limited circumstances and to specific audiences. Please note that you can download our Biometric Data Policies as a separate documents.

US Privacy Rights

California law requires that we provide transparency about personal information we “sell,” which broadly includes scenarios in which C.H. Robinson has shared personal information with third parties in exchange for valuable consideration.

To exercise your right to opt out of the future sales or sharing of your personal information, you may:

- Submit a Do Not Sell or Share My Personal Information request; or
- Enable a Global Privacy Control (“GPC”) signal from your browser (more details in our Cookie Statement Section); or
- Contact us as specified in the Contact Us section of this Notice.

Residents of the People’s Republic of China

Chinese law requires that we provide transparency in our third-party processing relationships. To learn more about our third-party processors, including the name and contact details of the third party, the purpose and method of the third-party processing, and the type of personal information processed by the third party, please contact us using the information in the Contact Us section.

All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.