

# Global Privacy Notice

C.H. Robinson – All Notices

## 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., and its subsidiaries (collectively, "C.H. Robinson," "we," "us," and/or "our") respects 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

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## Carrier, Driver, and Grower 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 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, 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:

Categories of Personal Information	Examples of Personal Information Collected
Carrier/Grower Onboarding Information	Tax ID/SSN Bank account information Licensing/Insurance details

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	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 cookie, 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 Pilot / MVP efforts Information necessary for claims or litigation
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

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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.
- 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.

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## 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.
- 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.
- 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.



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## 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
Customer 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)
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
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

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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.

## *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.

## **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.
- 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 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.

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## Visitor Privacy Notice

This Visitor Privacy Notice (this “Notice”) applies to past, and present visitors to C.H. Robinson owned, leased, or occupied physical locations, and visitors to our public websites.

### Visitors to Our Physical Locations

When you visit C.H. Robinson offices, warehouses, or other locations, you are considered a "Visitor." As a Visitor, you may need to provide general contact information and additional personal information for facility compliance.

### Visitors to Our Public Websites

When you browse C.H. Robinson public websites, you are considered a "Website Visitor." Depending on your location, we may collect and process personal information through cookies. Please review our Cookie Statement for more details and your options.

Please note that, other C.H. Robinson privacy notices may apply to you depending upon your relationship with us (i.e. you may provide motor carrier transportation services to C.H. Robinson).

### How We Collect Your Personal Information

C.H. Robinson may collect your personal information:

#### Directly from You:

- Visitors: When you visit our offices, warehouses, or other locations requiring credentials or verification.
- Website Visitors: When you browse our publicly available website content, or when you provide your contact information to receive information you have requested.

#### From Third Parties:

- Visitors: From third-party facility owners, regulatory bodies, or government agencies when compliance is required.
- Website Visitors: Through third-party cookies, remarketing technology, or other digital data sources.

### What personal information C.H. Robinson collects

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

Type of Visitor	Categories of Information	Examples of Personal Information
Visitors	Basic facility registration information	Contact Information
Visitors	Facility compliance information	Passport/Government ID Date of Birth Biometric and non-biometric images and recordings (e.g. digital, voice, or video)



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Website Visitors	Digital Information	Device ID MAC Address / IP Address Tracking cookies, pixel tags, etc. Unique username and authentication credentials (e.g. user login information) Contact information when provided
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## How C.H. Robinson Uses Your Personal Information

### *General Use*

- **Visitors:** The information you provide before and during your visit helps us ensure an efficient check-in process and maintain the security and safety of our premises.
- **Website Visitors:** The information collected during your website visit helps us understand your browsing habits and interests in our products and services. This allows us to better meet your needs and enhance your browsing experience. We also use the information you provide to contact you regarding products and services you requested via our publicly facing websites such as when you complete a form to contact an expert, request a whitepaper or register for a webinar.

### *Communications / Marketing*

- **Visitors:** We may use your contact information to communicate with you during your visit, such as updating you about the person you are visiting. This information is not used for marketing purposes.
- **Website Visitors:** Depending on your location and preferences, we may use your information to market our products and services to you.

### *Compliance*

- **Visitors:** We may use your personal information to comply with regional or local regulations and maintain industry certifications.

## 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. We may share your information with third parties in limited instances, such as:

- When we contract with a service provider to perform a service on our behalf.
- When legally or contractually required, or in response to regulatory or governmental requirements, legal requests, or external audits.
- With our professional advisors and auditors.
- With a C.H. Robinson affiliated company/entity.

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## Additional Information

The following additional information applies to all notices, regardless of where you live or your relationship with us.

### ***Legal Bases for Collecting & 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 & 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 using the following link: [Individual Rights Request](#), or contact us as specified in the 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.

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## ***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 personal 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.

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- **Session Cookies:** Temporary and deleted after you leave the website or close your browser. They track your activity during a single visit.

## 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](http://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.

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## **Data 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**

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



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## Limited Application

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

## 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.