C.H. ROBINSON

Tracking and Data Privacy

Commitment to Carriers

At C.H. Robinson, we're strongly committed to helping carriers keep clear control of their own data. We only track information specific to each load so that shippers can have a clear understanding of where their goods are. **Once a load is marked as delivered, tracking stops underlined immediately.** Here's our quick and easy guide to data transparency.
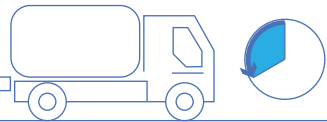
When do we start tracking?

4 Hours
before apppointment time

What data do we collect?

Location Data
Time of Location

When do we stop tracking?

Immediately
when load is marked delivered

Tracking Solution		◔ Start Tracking Logic	Latitude/ Longitude	Time of Location	Nearest Street Address	Event Code	⏱ Stop Tracking Logic
API		Carrier controls timing of when information is sent to CHR	✓	✓	✓	✓	Carrier controls timing of when information is sent to CHR
EDI			✓	✓	✓	✓	
GPS/ELD		Begins 4 hours prior to pick up time*	✓	✓	✓	✗	Immediately when load is marked delivered (based on location data or driver input)**
Navisphere Carrier App			✓	✓	✗	✗	
3rd Party Apps	MacroPoint	Begins 4 hours prior to pick up time*	✓	✓	✓	✗	Immediately when load is marked delivered (based on location data or driver input)**
	Trucker Tools	Only if Driver App is not used, 1 hour before pick up time CHR will send a request through Trucker Tools. Tracking beings on acceptance	✓	✓	✓	✗	

*If pickup appointment is a window, tracking begins 4 hours prior to window start time.

**If a depart drop update is missed, there is failsafe logic to automatically terminate tracking 24 hours after the scheduled delivery date/time.
  Carrier also has the option to provide the depart drop update via the Navishere Carrier webite or app. Tracking will terminate once that is entered.
All updates captured are posted in the respective load on the Navisphere Carrier website and are visible to both the carrier and the customer.
All listed app options provide the driver an indicaton when the device is supplying location updates

Visit Carrier Tracking Options on chrobinson.com to start tracking and learn more about your tracking options.
For more information on how we handle data, please visit our Global Privacy Statement.

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