

ELD/GPS Data Privacy Protection



Your data privacy is important to us. Requests made by C.H. Robinson to receive automatic electronic logging device (ELD) with global positioning system (GPS) data and share this data with customers has prompted some concern from drivers and carriers regarding data privacy protection.

Our customers are requiring enhanced visibility of their shipments with automatic, frequent updates on locations. They need to track their product shipments, not the trucks or the drivers carrying them.

All updates received via the ELD connection are posted in the respective load on the Navisphere Carrier website and are visible to both the carrier and the customer.

WHEN DOES C.H. ROBINSON RECEIVE TRACKING UPDATES?

- C.H. Robinson will only receive location updates on verified loads booked under your T-code.
- The ELD provider will begin sharing location updates four hours before the pickup appointment and will stop sharing when the truck leaves the final drop location.
- If the pickup appointment is a window, tracking begins four hours prior to the warehouse open time.
- To initiate a tracking session on a load, the load must be checked in (i.e. driver on way to pick up) and the asset ID captured.
- If, for some reason, a depart drop update is missed, there is failsafe logic to automatically terminate tracking 24 hours after the scheduled delivery date/time.
- Tracking updates are delivered at the same frequency the carrier receives them from their ELD provider.

WHAT INFORMATION WILL C.H. ROBINSON RECEIVE?

- Carrier name
- Asset ID
- Update Latitude and longitude
- Update date, time UTC
- Nearest city, state, country

CARRIERS CAN OPT OUT AT ANY TIME BY NOTIFYING C.H. ROBINSON

If you have additional questions on the ELD/GPS integration, please contact the C.H. Robinson carrier integration team (carrierintegration@chrobinson.com) or your ELD vendor representative.

