

Consumer Privacy Policy

This Policy applies to consumer's Personal Information that is managed by TFI International Inc. ("TFI") and its subsidiaries (hereinafter the "Company", "we" or "us").

When does this Policy apply?

This "Policy" applies to consumer's Personal Information that is managed by the Company. "Personal Information" throughout this Policy means any information about an individual that directly or indirectly identifies that individual, such as a name, phone number, postal and email address, credit or payment details, online tracking identifier such as an IP address, or one or more factors specific to an individual.

1. THE TYPES OF PERSONAL INFORMATION WE COLLECT

In summary: We may collect Personal Information which is necessary to manage your requests with regard to our package delivery services.

We may collect the following Personal Information:

- Name
- · Postal and email address
- Telephone number
- Credit card and payment details
- When you visit our websites or use our services, we may collect certain technical information automatically, such as your IP address, device information, information about the network you use to access the services, browser type and version and geolocation information. To learn more, please refer to our Cookie Policy.

2. WHY DO WE COLLECT YOUR PERSONAL INFORMATION?

In summary: We may collect your Personal Information to manage our business relationship with you, to communicate with you and for marketing, advertising and public relations.

To manage our business relationship with you.

This includes:

- Processing your transaction
- Providing timely and reliable services, including shipping, tracing packages, communication, and the intended recipient of packages about the status of the shipment, customer support, account management and billing, verifying credit, customer authentication and related services
- Responding to your questions and comments and providing customer support.

To communicate with you.

This includes:

- Facilitating appointments
- Responding to your complaints or comments about the services offered.

For marketing, advertising and public relations.

This includes:

- Marketing our business and products to you
- Providing you with information you have requested about our Company, our products and our services.
- Tailoring your experience on our website by providing content that is relevant to your interests and geographic region.

3. HOW DO WE OBTAIN YOUR CONSENT?

In summary:

By submitting your Personal Information, you are consenting to its collection, use, and disclosure for the purposes set out in and in accordance with Policy.

If you choose to provide us with your Personal Information after **reviewing this Policy**, we will assume that you consent to the collection, use and disclosure of your Personal Information. However, we will require your consent, when necessary, as required by applicable privacy laws. If we want to use your Personal Information for a **purpose not identified in this Policy** or not required by law, we will ask for your consent in compliance with applicable privacy laws before using the information for the new purpose.

- We collect, use and disclose your Personal Information with your consent or as permitted or required by law. **How** we obtain your consent (i.e., in what manner) will depend on the **circumstances**, as well as the **sensitivity** of the Personal Information collected.
- Your consent may be **express** or **implied**, depending on the circumstances and the sensitivity of the Personal Information in question.
- If you choose to provide Personal Information to us or to our clients, we assume that you consent to the collection, use and disclosure of your Personal Information as outlined in this Policy.
- Typically, we will seek your consent at the time your Personal Information is collected.
- If we provide you with services on behalf of our clients, our clients will seek your consent at the time your Personal Information is collected.

- If we want to use your Personal Information for a **purpose not previously identified** to you at the time of collection, we (or our client) will seek your consent in compliance with the applicable privacy laws prior to our use of such Personal Information for this new purpose.
- You may withdraw your consent to our collection, use or disclosure of your Personal Information at any time by contacting us using the contact information in the "How you can contact us?" section below.
- However, before we implement the withdrawal of consent, we may require proof of your identity. In some cases, withdrawal of your consent may mean that we will no longer be able to maintain our business relationship.

4. WITH WHOM DO WE SHARE PERSONAL INFORMATION?

In summary: We may disclose your Personal Information to third parties or service providers for the reasons explained below. We will not sell or rent Personal Information to third parties or trade Personal Information with third parties. However, we may share Personal Information where permitted or required by applicable privacy laws, or as set out below.

Service providers

We may use service providers to perform services on our behalf. For example, we may hire an individual or organization to perform work on our behalf. We only provide these service providers with the Personal Information necessary to perform the services.

We inform them that they are prohibited from using Personal Information for any purpose other than to perform the services for which they have been retained. These service providers are not permitted to share this Personal Information with others. We will endeavour to protect Personal Information disclosed to third parties by entering into contractual agreements and, to the extent applicable, written undertakings with them, requiring them to adopt reasonable privacy and security procedures and measures.

Clients

We may perform services on our clients' behalf. For example, we may be hired to provide transportation services on our client's behalf as part of their distribution of goods. We are only provided with the Personal Information necessary to perform the services.

We are prohibited from using Personal Information for any purpose other than to perform the services for which we have been retained. We are not permitted to share this Personal Information with others. We endeavour to protect Personal Information disclosed to us by our clients by entering into contractual agreements

and, to the extent applicable, written undertakings with them, requiring us to adopt reasonable privacy and security procedures and measures.

Categories of services we may have been mandated by clients to handle your personal information include (but not excluding) the following:

- Transportation of orders to clients' consumers
- Transportation of biomedical or lab sample

As permitted or required by law

We may disclose Personal Information when required to do so by laws, applicable privacy laws, regulations, court order, subpoena, valid demand or search warrant, or in response to a government investigation or other lawful request.

We may also disclose such Information to its accountants, auditors, agents and attorneys to enforce or protect our legal rights. In addition, we may disclose certain Personal Information when we reasonably believe that it is necessary to do so to protect the rights, safety or property of the Company or others, as provided or permitted by law.

To perform an agreement and other legal grounds

To the extent applicable and necessary, we may disclose Personal Information to enter into an agreement, or for any other recognized purpose that we may have for disclosing information.

Business Transactions

We may disclose Personal Information to a third party in connection with a reorganization, merger, sale, joint venture, assignment or other disposition of all or part of our business, brands, affiliates, subsidiaries or other assets.

However, if such a transaction is completed, Personal Information will continue to be protected under applicable privacy laws. If such a transaction is not completed, we will require the other party to refrain from using or disclosing your Personal Information in any manner and to destroy it completely.

5. SAFEGUARDING YOUR PERSONAL INFORMATION

In summary: We use physical, technical and organizational security measures in order to protect the Personal Information we have under our control against accidental or intentional manipulation, loss, destruction or against access by unauthorized persons.

The Company makes all commercially reasonable efforts to ensure that Personal Information collected is protected against loss and unauthorized access. Access to Personal Information is restricted to selected Company employees and representatives. In addition, the Company employ generally accepted information security techniques, such as firewalls, access control

procedures and cryptography, to protect Personal Information against loss and unauthorized access. While the Company uses commercially reasonable efforts to limit access to its vehicles and premises to authorized personnel, the Company cannot guarantee the confidentiality of information that is displayed on any shipment package or shipment label.

Despite the measures outlined above, no method of information transmission or information storage is 100% secure or error-free. So, we unfortunately cannot guarantee absolute security. If you have reason to believe that your interaction with us is no longer secure (for example, if you feel that the security of any Personal Information that you provided to us has been compromised), please contact us immediately using the contact information in the "HOW CAN YOU CONTACT US?" section below.

6. HOW LONG DO WE KEEP YOUR PERSONAL INFORMATION AND WHERE?

In summary: We keep your Personal Information for as long as we need to fulfill the purpose for which it was collected. Your Personal Information may be stored in the US, Canada, or in any country where we have facilities or in which we engage third party service providers.

We will keep your Personal Information in accordance with our other business and legal obligations and only as long as reasonably necessary to fulfill those obligations unless a longer retention period is required by law.

We currently keep customer's Personal Information in Canada. If necessary, it may be stored and processed in any country where we use third party service providers. In the latter case, we may transfer Personal Information to countries other than your country/province/state of residence, where privacy rules may be different.

If your Personal Information is processed outside of your country/province of residence, it is subject to the laws of the country/province/state in which it is located and may be disclosed to the governments, courts, law enforcement agencies or regulatory bodies of that other country or disclosed in accordance with the laws of such country. However, our practices regarding your Personal Information will at all times be governed by this Policy and applicable privacy laws.

8. WHAT RIGHTS DO YOU HAVE REGARDING YOUR PERSONAL INFORMATION?

In summary: In certain circumstances, you may have the right to access and ask for rectification of your Personal Information. You may also withdraw your consent to the use of your Personal Information. Where applicable, you may request that Personal Information held about you no longer be disclosed or be de-indexed.

Right of access and rectification.

In compliance with applicable privacy laws, you may request access to and a copy of the Personal Information we have about you. You may request that we correct, update or limit the processing of your Personal Information.

To the extent that you provide us or our clients with information on which we intend to rely, we assume that such information is accurate and up-to-date. If any of your Personal Information changes during the course of your business relationship with us or our client, we expect you to notify us or our client, as applicable, of such changes so that your consumer record can be updated.

If you request that we correct your Personal Information, we will correct the Personal Information if your request is reasonable. If we are not satisfied that your request is reasonable, we will include a note with the information to say that the correction was requested but not made. In some instances, if your Personal Information as been provided to us by our client, we may also redirect your request to our client's attention.

You may also request information from us about the ways in which your Personal Information was collected from you or how it has been used, as well as the names of the individuals and organizations who have access to your information within the Company and details about how long we store it.

If your Personal Information has been provided to us by our client, we may redirect your request to our client's attention for our client to address your request.

Right to consent withdrawal.

You may withdraw your consent to the disclosure or use of the Personal Information collected. However, before we implement the withdrawal of consent, we may require proof of your identity. If your Personal Information as been provided to us by our client, we may redirect your request to our client's attention. In some cases, withdrawal of your consent may mean that we will no longer be able to maintain our business relationship.

Right to request information about automated decision-making

Where applicable, you may have the right to request information about the use of any automated decision-making systems and the impact they may have on you. If your Personal Information as been provided to us by our client, we may redirect your request to our client's attention.

To exercise your rights, you must send a written request, with proof of your identity, to our Privacy Officer, refer to the "HOW CAN YOU CONTACT US?" section below.

Once your request has been sent, we will provide you with a written response no later than 30 days from the date of receipt of your request at the contact information indicated above.

In some specific cases and in compliance with applicable privacy laws, we may refuse to provide you with the Personal Information requested or we may redact (black out) certain information from the records that we provide you with.

9. HOW CAN YOU CONTACT US?

To exercise one of your rights under this Policy, including your right of access and rectification of your Personal Information, your right to consent withdrawal, you right to request information about automated decision-making, or in the event that you have any questions about this Policy or if there is any reason to believe that the Company may have failed to adhere to this Policy, you may contact the Privacy Officer by submitting a Data Protection request using our contact us form at https://tfiintl.com or emailing the **Privacy Officer at dpo@tfiintl.com**.

10. CHANGES TO THIS POLICY

We may modify this Policy from time to time. When we make changes to this Policy, they become immediately effective when made available to you on our website at https://tfiintl.com.



Candidates and Employees Privacy Policy

This "Policy" aims to explain how TFI International Inc. ("TFI") and its subsidiaries collect, use and disclose personal information related to their candidates and employees. The purpose of this Policy is to govern TFI and its subsidiaries' practices relating to the collection, use and disclosure of personal information that may be provided to or used by TFI and its subsidiaries. "Personal information" throughout this Policy means any information about an individual that directly or indirectly identifies that individual, such as a name, employee number or social insurance number (SIN). "Employee" means any person employed by TFI and its subsidiaries, including any intern, student or officer, on a full-time or part-time, permanent or temporary basis. "Candidate" means any individual who applies for employment at TFI or at its subsidiaries.

1. THE TYPES OF PERSONAL INFORMATION WE COLLECT

TFI and its subsidiaries may collect the following Personal Information with regard to Candidates:

- Contact information (such as name, address, e-mail address, address and telephone number);
- Resume and references:

TFI or its subsidiaries may collect the following Personal Information with regard to Employees:

- Contact information (such as name, address, e-mail address, address and telephone number);
- Proof of identity (such as signature and driver's license number);
- Resume and references:
- Demographic information (such as age, education and occupation).

2. HOW DO WE USE YOUR PERSONAL INFORMATION

In summary:

		Candidate	Employee	
•	To analyze your application, to facilitate your hiring or, with your consent, to contact you for further offers	✓		
•	To communicate with you	✓	✓	
•	To administer monetary benefits related to your employment		✓	
•	To comply with our policies	✓	✓	
•	To protect our interests	✓	✓	
•	To meet our business objectives	✓	\checkmark	

To facilitate the hiring process.	To communicate with you.	To administer monetary benefits related to employment.
_	This includes: • Facilitating communication with Candidates and Employees • For Employees, facilitating communication with family members in the event of medical emergencies or other	-
reasonably required to perform the job Interviews with prospective job Candidates.	situations that may arise and require contacting family members • We will always try, where possible, to collect Candidate and Employee Personal Information directly from the individual and will only collect Personal Information from other sources as necessary.	Internal administration of benefit plans.

To comply with our policies.	To protect our interests.	To meet our business objectives.
This includes:	This includes:	This includes:
 Disclosing Personal Information to outside service providers who assist us in administering such information, to appropriate government departments, or as otherwise required by law Conducting pre-employment assessments and/or psychometric testing Complying with legal and regulatory requirements. Automated decisions Under some circumstances, we may use your information to make a decision with regard to one of your requests to TFI or its subsidiaries. If this is the case, we will inform you accordingly at the time of collection of your Personal Information or when we inform you of the decision itself. Where applicable, you may have the right to request information about the use of any automated decision system and the impact it may have on you. We will explain to you the Personal Information used to render the decision, the reasons and the principal factors and parameters that led to the decision and we will give you the possibility to submit observations in order to review the decision. 	 Using various types of monitoring and control for security purposes, including the presence of Employees, Candidates and others on TFI's or its subsidiaries' premises For example, automated card access systems may record information about the entry and exit of Employees to TFI's or its subsidiaries' premises and the time they work Video surveillance cameras that film TFI or its subsidiaries premises and TFI or its subsidiaries vehicles. 	 Collecting Candidate and Employee demographic data to ensure the success of various Equity, Diversity and Inclusion (EDI) strategies and programs. Monitoring and promoting employee safety and health, which includes: Administration of disability benefits for the purpose of administering Duty to Accommodate decisions, determining continued employment or ability to return to work safely, or determining workplace hazards Use and possible disclosure of medical information, namely to medical service providers, disability service providers, government parties or financial institutions Conducting medical examination and drug testing, if required.

3. HOW DO WE OBTAIN YOUR CONSENT

In summary:

If you choose to provide us with your Personal Information after **reviewing this Policy**, we will assume that you consent to the collection, use and disclosure of your Personal Information. However, we will require your consent when necessary, as required by applicable privacy laws.

- If we want to use your Personal Information for a **purpose not identified in th Policy** or not required by law, we will ask for your consent in compliance with applicable privacy laws before using the information for the new purpose.
- We collect, use and disclose your Personal Information with your consent or as permitted
 or required by law. How we obtain your consent (i.e., in what manner) will depend on
 the circumstances, as well as the sensitivity of the information collected.
- Your consent may be **express** or **implied**, depending on the circumstances and the sensitivity of the Personal Information in question.
- If you choose to provide Personal Information to us or to our clients, we assume that you consent to the collection, use and disclosure of your Personal Information as outlined in this Policy.
- Typically, we will seek your consent at the time your Personal Information is collected.
- If we want to use your Personal Information for a **purpose not previously identified** to you at the time of collection, we (or our service provider) will seek your consent in compliance with the applicable privacy laws prior to our use of such information for this new purpose.
- If you provide Personal Information about **another individual** to us (e.g., emergency contact), **you are responsible** for obtaining their consent to enable us to collect, use and disclose their information in accordance with this Policy.
- We may collect your Personal Information from third parties (e.g., information obtained from references, criminal history), with your consent.
- You may withdraw your consent to our collection, use or disclosure of your Personal Information
 at any time by contacting us using the contact information in the "How you can contact us?"
 section below.
- However, before we implement the withdrawal of consent, we may require proof of your identity. In some cases, withdrawal of your consent may mean that we will no longer be able to process your application or maintain the employment relationship.

4. WITH WHOM DO WE SHARE PERSONAL INFORMATION?

In summary: We may disclose your information to third parties like service providers who assist us in administering your information in the context of employment relationship.

We may disclose your Personal Information to third parties or service providers for the reasons explained below. We will not sell or rent Personal Information to third parties or trade Personal Information with third parties. However, we may share Personal Information where permitted or required by applicable privacy laws, or as set out below:

Service providers.

We may use service providers to perform services on our behalf. For example, we may hire an individual or organization to perform work on our behalf. We only provide these service providers with the Personal Information necessary to perform the services.

We inform them that they are prohibited from using Personal Information for any purpose other than to perform the services for which they have been retained. These service providers are not permitted to share this Personal Information with others. We will endeavour to protect Personal Information disclosed to third parties by entering into contractual agreements and, to the extent applicable, written undertakings with them, requiring them to adopt reasonable privacy and security procedures and measures.

Categories of service providers handling your personal information include the following:

- payroll and time management;
- management of insurance and mutual insurance schemes;
- · management of employee benefits;
- management of databases for security cameras and building door access;
- management of TFI's or its subsidiaries' transport services;
- computer assistance;
- financial audits:
- human resources software;
- management of the website.

As permitted or required by law.

We may disclose Personal Information when required to do so by laws, applicable privacy laws, regulations, court order, subpoena, valid demand or search warrant, or in response to a government investigation or other lawful request.

We may also disclose such Personal Information to its accountants, auditors, agents and attorneys to enforce or protect our legal rights. In addition, we may disclose certain Personal Information when we reasonably believe that it is necessary to do so to protect the rights, safety or property of TFI or its subsidiaries or others, as provided or permitted by law.

To perform an agreement and other legal grounds.

To the extent applicable and necessary, we may disclose Personal Information to enter into an agreement, or for any other recognized purpose that we may have for disclosing information.

Business Transactions.

We may disclose Personal Information to a third party in connection with a reorganization, merger, sale, joint venture, assignment or other disposition of all or part of our business, brands, affiliates, subsidiaries or other assets.

However, if such a transaction is completed, Personal Information will continue to be protected under applicable privacy laws. If such a transaction is not completed, we will require the other party to refrain from using or disclosing your Personal Information in any manner and to destroy it completely.

5. SAFEGUARDING YOUR PERSONAL INFORMATION

In summary: TFI and its subsidiaries use physical, technical and organizational security measures in order to protect the Personal Information we have under our control against accidental or intentional manipulation, loss, destruction or against access by unauthorized persons.

TFI and its subsidiaries make all commercially reasonable efforts to ensure that Personal Information collected is protected against loss and unauthorized access. Access to Personal Information is restricted to selected TFI and its subsidiaries' employees and representatives. In addition, TFI and its subsidiaries employ generally accepted information security techniques, such as firewalls, access control procedures and cryptography, to protect Personal Information against loss and unauthorized access. While TFI and its subsidiaries use commercially reasonable efforts to limit access to its vehicles and premises to authorized personnel, TFI and its subsidiaries cannot guarantee the confidentiality of information that is displayed on any shipment package or shipment label.

Despite the measures outlined above, no method of information transmission or information storage is 100% secure or error-free. So we unfortunately cannot guarantee absolute security. If you have reason to believe that your interaction with us is no longer secure (for example, if you feel that the security of any information that you provided to us has been compromised), please contact us immediately using the contact information in the "What if I have questions or concerns?" section below.

6. HOW LONG DO YOU KEEP MY PERSONAL INFORMATION AND WHERE?

In summary: We keep your Personal Information for as long as we need to fulfill the purpose for which it was collected. Your information may be stored in the US, Canada, or in any country where we have facilities or in which we engage third party service providers.

We keep your Personal Information for as long as we need to fulfill the purpose for which it was collected. These times may vary depending on the purpose for which it was collected, and the need for the information. When we no longer need your personal information, we securely delete and destroy it. If we use Personal Information to make a decision that directly affects a Candidate or an Employee, we will retain the information for a reasonable period of time after using it and for at least one year after we make the decision. In other cases, we will destroy records containing Personal Information or in some cases, anonymize all Personal Information in the records, when we no longer need the information for the purpose for which it was collected, or for other business or legal purposes.

7. WHAT ARE MY RIGHTS WITH REGARD TO MY PERSONAL INFORMATION?

In summary: In certain circumstances, you may have the right to access and ask for rectification of your Personal Information. You may also withdraw your consent to the use of your Personal

Information. Where applicable, you may request that Personal Information held about you no longer be disclosed or be de-indexed.

We will take steps to ensure that your Personal Information is kept as accurate, complete and up-to-date as reasonably necessary. We will not routinely update your Personal Information, unless such a process is necessary. We expect you, from time to time, to supply us with updates to your Personal Information, when required.

We may require that you provide sufficient identification to fulfill your request to access or correct your Personal Information. Any such identifying information will be used only for this purpose.

Right of access and rectification.	Right to consent withdrawal.	Right to request information about automated decision-making.
In compliance with applicable privacy laws, you may request access to and a copy of the Personal Information we have about you. You may request that we correct, update or limit the processing of your Personal Information. If you request that we correct your Personal Information, we will correct the information if your request is reasonable. If we are not satisfied that your request is reasonable, we will include a note with the information to say that the correction was requested but	You may withdraw your consent to the disclosure or use of the Personal Information collected. However, before we implement the withdrawal of consent, we may require proof of your identity. In some cases, withdrawal of your consent may mean that we will no longer be able to process your application or maintain the employment relationship. Where applicable, you may have the right to request that the Personal Information held about you no longer be disseminated or be de-indexed.	Where applicable, you may have the right to request information about the use of any automated decision-making systems and the impact they may have on you.
not made. You may also request information from us about the ways in which your Personal Information was collected from you or how it has been used, as well as the names of the individuals and organizations who have access to your information within TFI or its subsidiaries and details about how long we store it.	of be de-indexed.	

To exercise your rights, you must send a **written request**, with **proof of your identity**, to our Privacy Officer, refer to the "**WHAT IF I HAVE QUESTIONS OR CONCERNS?**" section below.

Once your request has been sent, we will provide you with a written response no later than 30 days from the date of receipt of your request at the contact information indicated above.

In some specific cases and in compliance with applicable privacy laws, we may refuse to provide you with the Personal Information requested or we may redact (black out) certain information from the records that we provide you with.

8. CHANGES TO THIS POLICY

TFI and its subsidiaries reserve the right to modify this Policy at any time without notice. The Policy posted at any time or from time to time via this website shall be deemed to be the Policy then in effect.

9. WHAT IF I HAVE QUESTIONS OR CONCERNS?

To exercise one of your rights, including your right of access and rectification of your Personal Information, your right to consent withdrawal, you right to request information about automated decision-making, or in the event that you have any questions about this Policy or if there is any reason to believe that TFI or its subsidiaries may have failed to adhere to this Policy, you may contact:

Privacy Officer at dpo@tfiintl.com.

Please note that, except for Personal Information, any comments, suggestions or materials provided to TFI or its subsidiaries shall be deemed to be of a non-confidential and non-proprietary nature (becoming the property of TFI or its subsidiaries upon TFI's receipt of same) and TFI or its subsidiaries shall be entitled to use and distribute such comments, suggestions or materials to any other parties and for any other purposes, including, but not limited to, developing and marketing services incorporating or based on any such comments, suggestions or materials.