



Privacy Policy

This Policy is intended to protect the privacy of all information related to employees, directors, officers, agents, independent contractors, consultants, advisors, suppliers and customers (each herein referred to as an “**Individual**”) of TFI International Inc. and its subsidiaries (herein collectively referred to as “**TFI**”). The purpose of this Policy is to govern TFI's practices relating to the collection, use and disclosure of personal information that may be provided to or use by TFI.

The Policy establishes certain basic principles and exceptions governing the collection, use and disclosure of personal information by TFI. These principles can be summarized as follows:

Personal Information - Employees, Directors and Officers of TFI

For the purpose of this section, "personal information" means information about an individual that is an employee, a director or an officer (employee or not) of TFI (each herein referred to as a “**Principal**”), such as: home address, telephone number, age, marital status, education, employment history, social insurance number, references, medical information, disciplinary records, investigation and surveillance records.

The Principal shall receive a copy of this Policy and shall sign the authorization from accompanying such Policy.

Personal Information - Other

For the purpose of this section, "personal information" means information about an agent, independent contractor, consultant, advisor, supplier or customers of TFI, but shall not include the name, business address or telephone number of an organization that is a corporate legal entity or any other information that is publically known or advertised by them.

TFI collects personal information about its customers only when its customers voluntarily provide it. When personal information is provided to TFI about the intended recipient of a shipment, TFI uses that information solely for the purposes of processing the shipment and, in some cases, to communicate with the intended recipient to provide information pertaining to the status of the shipment.

TFI relies on its customers to obtain the intended recipient's consent allowing TFI to use their personal information for these limited purposes.

TFI will not, as a condition of the supply of a service, require its customers to consent to the collection, use or disclosure of information beyond that required to fulfill the explicitly specified and legitimate purposes.

For example TFI may collect and retain information about every shipment it makes so that it can better provide its customers with the services and information necessary to make shipping even easier. Examples of personal information collected by TFI are:

- Contact information (such as name, address, e-mail address and telephone number in a non-business capacity);
- Proof of identity (such as signature and driver's license number);
- Financial and billing information (such as credit card details and credit history); and
- Demographic information (such as age, education and occupation).

TFI may use this personal information for the following purposes:

- To provide 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;
- To develop and maintain a relationship and to communicate adequately;
- To develop and improve its services and websites and to advise about new services that may be of interest;
- To satisfy TFI's legitimate business interests (for example, conducting market studies and trend analysis and generating aggregate data and reports which record customer behavior as a whole); and
- To assist law enforcement agencies, to collect outstanding debts, to protect our business interests and the interests of its customers, and to generally meet requirements imposed by law.

Basic Principles With Respect to Personal Information

The following are the basic principles governing the collection, use and disclosure of Personal information:

- Personal information cannot be collected, used, disclosed, sold, shared, licensed, traded or rented without the Individual's knowledge or consent. The form of consent provided by an individual, including whether it is express or implied, will largely depend on the sensitivity of the personal information and the reasonable expectations of the individual in the circumstances.
- Personal information must not be used or communicated in a manner other than that indicated at the time of collection, except with the Individual's renewed consent. An Individual can revoke a consent previously given at any time.

- Personal information must be kept only for the length of time required to carry out the action for which it was collected or to allow an employee to access information concerning the Individual through an access request.
- Information held must be protected in order to prevent it from being used or communicated by unauthorized persons.
- TFI must show loyalty and not use, in a manner that is prejudicial to the Individual, confidential or personal information pertaining to the Individual.

TFI recognizes that the personal information about the Individual must be protected in accordance with the *Personal Information Protection and Electronic Documents Act* in the private sector in Canada and the *The Privacy Act of 1974*, 5 U.S.C. subsection 552a (as amended) in the United States of America.

Failure for the Individual or TFI to comply with this Policy shall result in any legal remedies, including damages.

TFI may disclose personal information to third parties engaged to assist it in providing services for the benefit of the Individual, but in such cases, provided that TFI ensure that such third party complies with the terms of this Policy.

TFI reserves the right to co-operate fully with local, provincial, state and federal officials (whether or not we are court ordered to do so) in any (formal or informal civil or criminal) investigation (or proceeding whether administrative or judicial in nature) relating to any personal information (including private electronic communications transmitted on any TFI website) or any purported unlawful activities.

TFI reserves the right to disclose and/or transfer personal information to a third party in the event of a proposed or actual sale, merger or other transfer of the assets provided that the third party agrees to adhere to the principles expressed in this Privacy Policy.

How TFI Protects Personal Information

TFI 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 TFI employees and representatives. In addition, TFI employs generally accepted information security techniques, such as firewalls, access control procedures and cryptography, to protect personal information against loss and unauthorized access. While TFI uses commercially reasonable efforts to limit access to its vehicles and premises to authorized personnel, TFI cannot guarantee the confidentiality of information that is displayed on any shipment package or shipment label.

Safeguard of Personal Information

TFI retains personal information for as long as necessary to fulfill the purpose for which it was collected and to comply with applicable laws.

Changes to this Privacy Policy

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

Access

Any Individual affected by the personal information held by TFI may, upon written request, obtain information regarding the existence, use and communication of personal information concerning it and, barring a few exceptions, access this information. An Individual may also contest the accuracy of the information and have it corrected when appropriate.

Any Individual may contact TFI at 514-331-4000 or info@tfiintl.com to request access to, contest, correct or to update of its personal information.

Contacting Us

In the event that any Individual has any questions about TFI's Privacy Policy or if there is any reason to believe that TFI may have failed to adhere to this Privacy Policy, any interested individual may contact TFI at: 514-331-4000 or info@tfiintl.com.

Please note that any comments, suggestions or materials provided to TFI shall be deemed to be of a non-confidential and non-proprietary nature (becoming the property of TFI upon TFI's receipt of same) and TFI 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.