

Transparency Notice Regarding AI System Use – Arc Agent

Notice of AI Interaction: We want to inform you that you are interacting with an Artificial Intelligence (AI) system powered by Large Language Model (LLM) technology. It is not a human. This AI agent service utilizes generative AI technologies to support your experience and success with Trimble's Transportation & Logistics products and offerings. While it is built to be a high performance tool, we encourage you to apply your professional judgment to its outputs.

Provider: Transporeon GmbH; Transporeon Group Americas, Inc.; Trimble Transportation Enterprise Solutions, Inc., Maddocks Systems Limited; Trimble MAPS Inc.; Trimble MAPS Limited

References: [AI at Trimble](#), [Trimble AI Statement and Principles](#)

Purpose and Intended Use: Arc Agent is a general-purpose AI assistant designed to help you navigate logistics and transport tasks with greater speed and reliability to provide efficiency and task-based support within the transportation & logistics sector. While it is capable of generating text and analyzing information based on its training, Arc Agent can also be used to orchestrate a governed set of skills. Skills allow Arc Agent to securely reach outside of its foundational knowledge to interact with specific external tools and resources, such as software, databases, and APIs. You must ensure your use of Arc Agent complies with your own company's policies regarding use of third party AI systems.

Arc Agent is expressly not intended to be used as an Automated Decision-Making Technology (ADMT) or as a "High-Risk AI System" under applicable global laws, including the EU Artificial Intelligence Act, the EU General Data Protection Regulation (GDPR), and the California Consumer Privacy Act (CCPA), including but not limited to any of the following prohibited purposes:

- **Automated Decisions:** To make, or to substantially or materially influence, decisions that relate to an individual's access to, eligibility for, or compensation related to education, employment (including but not limited to hiring, compensation, promotion, disciplinary actions, scheduling, work assignments, or termination), housing, financial or lending services, insurance, health-care services, or essential government services;
- **Employment and Worker Management:** Evaluating, scoring, recruiting, or terminating individuals, or allocating tasks based on AI-generated behavioral profiling.
- **Safety and Critical Infrastructure:** Operating, directing, or functioning as a safety component for physical transportation networks, fleet vehicles, autonomous driving systems, or traffic management infrastructure.
- **Essential Services:** Evaluating individuals for creditworthiness, insurance, or access to essential private or public services.
- **Legal, Financial, Tax, or Regulatory Compliance:** Reliance on Arc Agent outputs as legal, financial, tax, or other regulatory compliance advice.

How It Works: Arc Agent combines information retrieval from Trimble resources and through Skills with generative language models to provide answers, actions, and other outputs. Arc Agent acts strictly as an informational tool and to accomplish tasks based on your instructions, parameters, and other provided information, and does not make autonomous operational or design decisions on your behalf. User data is not used to train or fine tune the underlying models for the benefit of other customers.

Data Processed & Privacy Controls: The system processes your interactions (chat prompts) and all data is handled in strict accordance with the [Trimble Privacy Notice](#) and [Transporeon Platform Privacy Notice](#). As with all AI solutions, Trimble recommends avoiding entering unnecessary personal or sensitive information into Arc Agent.

Limitations & Required Human Oversight: Generative AI systems can occasionally produce inaccurate, incomplete, or unexpected results (often referred to as "hallucinations"). You must independently review and verify all AI-generated output, results, suggestions, and actions before relying on them. Arc Agent is designed to support and augment, not replace, your professional judgment and practices. It does not make, and should not be used as a substantial factor in making or to materially influence, automated decisions. Arc Agent is not for use in safety-critical operations or high-risk decision-making. Outputs do not constitute legal, financial, or regulatory compliance advice.

Feedback: If you encounter unexpected or inaccurate outputs, to help us continuously improve the system safely please use the dedicated thumbs down button (available below every Arc Agent response) or ask Arc Agent directly to submit feedback.

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