

In 2023, Lowe's received 24,562 requests from California residents.

	Request to Know	Request to Delete	Request to Correct	Limit Use of SPI	Request to Opt Out***
Fulfilled	34	118	10	177	22,423
Cannot verify requestor's identity*	16	86	8	19	0
Cannot reliably locate requestor's record, if any**	210	83	149	0	1,210
Duplicative request submitted when an identical request is still under processing (the identical request has been fulfilled)	4	5	10	0	0
Total	264	292	177	196	23,633

*\* To verify that the person making a request to know, delete, correct, or limit use of sensitive personal information (SPI) is the customer about whom Lowe's has collected information, Lowe's uses multifactor authentication or knowledge-based questions via a third party identification service provider. These requests were denied because the requestor failed to verify their identity.*

*\*\* These requests were denied because Lowe's could not reliably find the requestor's record (e.g. the requestor's information was not a complete match with the information on our record).*

*\*\*\* Customers can opt out from sale and sharing by adjusting their cookie preference and by submitting an opt-out request via the Lowe's privacy request portal. This number reflects nationwide requests.*

The mean number of days for processing requests to know, delete, correct, limit use of SPI, and opt-out submitted via Privacy Request Portal are 12.0, 36.8, 19.8, 2.4, and 1.3 day(s) respectively.