

In 2024, Lowe's received 1,232 requests from California residents.

	Request to Know	Request to Delete	Request to Correct	Limit Use of SPI	Request to Opt Out**
Fulfilled	21	193	4	209	658
Denied*	14	80	1	12	40
Total	35	273	5	221	698

In 2024, Lowe's received 51 requests from California employees, former employees, and job applicants.

	Request to Know	Request to Delete	Request to Correct	Limit Use of SPI	Request to Opt Out**
Fulfilled	7	2	1	0	0
Denied*	18	12	11	0	0
Total	25	14	12	0	0

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 13.1, 12.99, 14.56, 13.01, and 12.96 day(s) respectively.

** 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 can be denied for reasons, including, but not limited to, the requestor failed to verify their identity or Lowe's could not reliably find requestor's record (e.g., the requestor's information was not a complete match with the information in our records).*

*** 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.*