

In 2021, Lowe's received 2,014 requests from California residents:

	Request to Know	Request to Delete	Request to Opt-Out***
Fulfilled	55	108	604 (portal) / 10,301 (cookie preference)
Cannot verify requestor's identity *	101	242	Not Applicable
Cannot reliably locate requestor's record, if any**	25	78	786 (portal) / 0 (cookie preference)
Duplicative request submitted when an identical request is still under processing (the identical request has been fulfilled)	2	8	5 (portal) / 0 (cookie preference)
Total	183	436	1,395 (portal) / 10,301 (cookie preference)

* Lowe's adopts reasonable measures for verifying that the person making a request to know or request to delete is the consumer about whom Lowe's has collected information. To that end, Lowe's uses a third-party identity verification service provider to verify requestor identity through multifactor authentication or knowledge-based questions. These requests were denied because the requestor could not pass the identity verification by the identity verification service provider.

** To search and reliably locate the personal information Lowe's has collected about the consumer, Lowe's uses information provided by the requestor to match the personal information Lowe's maintains. These requests were denied because Lowe's could not find or reliably locate the requestor's record (e.g. only the requestor's name was found in the database, but the address, phone, or email do not match the information on our record).

*** Lowe's uses advertising cookies for online targeted marketing and efficacy measurement and may also disclose personal information to our business partners who may use it for additional purposes relevant to our products or services (e.g., joint marketing, joint product/services offering), which may be deemed as a "sale" under the CCPA if such disclosure is for any valuable consideration. Consumers can opt-out from online, interest-based, and targeted advertising by adjusting cookie preference and also submit an opt-out request via the Lowe's privacy request portal. The cookie preference adjustment data reflects requests Lowe's received nationwide in 2021.

The mean number of days for processing requests to know, requests to delete, and requests to opt-out are 13.5, 65.4, and 0.2 days respectively.