



Effective July 1, 2024

Lowe's U.S. Job Applicant Privacy Statement

This Privacy Statement is also available in [Español](#).

Lowe's U.S. Job Applicant Privacy Statement (the "Privacy Statement") describes how Lowe's Companies, Inc. and its U.S. operating subsidiaries and affiliates ("Lowe's", "we", "our", "us") collect, use, share, and protect personal information related to job applicants in an employment context. It also contains other important privacy disclosures, such as choices you can make with regard to your personal information, how we may update the Privacy Statement, and how you can contact us.

THIS PRIVACY STATEMENT IS NOT A CONTRACT AND DOES NOT CREATE ANY LEGAL RIGHTS OR OBLIGATIONS.

What Information We Collect

- **Identification information** that can be used to identify you, such as name, address, telephone number, email address, driver's license number, date of birth, and social security number or similar government identifiers.
- **Protected class information under state or federal laws**, such as your immigration status, ability to work legally in the U.S., gender, race, and ethnic background.
- **Online Activities information**, such as device usage history, Internet Protocol (IP) address, browse and search history, interactions with websites, applications, or clickstreams. We, and our third-party partners, may record your keystroke activity and rhythms, mouse movements, scrolling and clicks when you use our websites or mobile applications for our internal business purposes, such as for website analytics, to improve our products and services, and to address functionality issues.
- **Audio, electronic, video or image information**, such as video recordings taken if you participate in video interviews, audio recordings when you contact us, and video recording at Lowe's facilities for security purposes.

- **Professional or employment-related information**, such as employment history, work restrictions or accommodations, candidate identification number, licenses, and certifications, information needed to establish eligibility to work for us, including visa information, and other information provided to HR throughout the employment relationship.
- **Education information**, such as your degree and education background information.
- **Inferences or preferences** we learn or infer about you, such as information related to any assessment you may take as part of the interview screening process upon hire.
- **Sensitive personal information.** We may also collect personal information elements about you that may be classified as “sensitive personal information” under certain privacy laws. This may include government issued ID, race and ethnicity information for diversity, inclusion and compliance purposes, and log in credentials when creating a job applicant account to apply for a position. We may also collect health related information to comply with the Americans with Disabilities Act (ADA).
- **Other personal information** you may choose to share with us or make publicly available, or that we receive from a third party in connection with your work for us, such as personal or family employment affiliation with Lowe’s or criminal record.

We do not knowingly collect personal information from children under the age of 16 without parental or guardian consent. If a child under the age of 16 has provided us with personally identifiable information, we ask that a parent or guardian contact us so that the information can be deleted.

For more information about how we retain personal information, please see the “[How We Retain Personal Information](#)” section below.

What Are the Sources of Your Information

We collect different types of information about you from a number of sources, including personal information you provide to us, personal information we automatically collect, information we obtain from other sources (specified below), and information we derive or infer about you.

Information You Provide

You may provide **identification information, protected class information under state or federal laws, professional or employment-related information education information, sensitive personal information, inferences or preferences, and other personal information** described under “What Information We Collect” section during job application process with Lowe’s.

Information We Collect by Automated Means

We collect **audio, electronic, video or image information and online activities information** described under “What Information We Collect” section by automated means online and offline.

Information We Collect from Other Sources

We may obtain certain information about you from other businesses, such as social networks (e.g., LinkedIn) background checks, references or updated contact information. We may also obtain information from public sources, such as information you submit in a public forum. We may also obtain information about you from Lowe’s affiliates. We may also obtain potential job applicant information from recruitment business partners.

Information We Generate, Derive, or Infer

We may generate personal information about you, such as assigning a job applicant ID to you. We may also derive or infer information about you, such as information related to any assessment you may take as part of the interview screening process upon hire.

Why We Collect Your Information

We use the personal information we collect from you for a range of business purposes, including to:

- Identify you and maintain records related to your application;
- Communicate with you;
- Evaluate and respond to employment related requests, inquiries, and applications;
- Manage all aspects of your application process, including, but not limited to, recruitment and hiring processes;
- Conduct business analysis, research and development for purposes such as operational improvement;
- Comply with applicable laws;
- Protect the security and integrity of data, systems, processes, and our business, and help prevent fraud; and
- To serve you with relevant job-related advertisements and recommendations based on your interactions with Lowe’s Career site and third-party sites.

How We Share Information

We disclose your personal information outlined above for business purposes to service providers or, to other third parties at your direction for the purposes described below:

Within Lowe’s

We share personal information relating to you within our family of companies for recruiting purposes and uses that are consistent with this Privacy Statement.

Service Providers

We may disclose your personal information to companies or agents that provide services to us, such as information technology vendors, recruiting agencies vendors providing hosting and travel services, and vendors that help us manage application processes. At your direction, we may provide your contact information and government ID to business partners that provides travel and accommodation services in the recruitment process. These providers may need access to information about you in order to perform their functions and are not authorized to use the information for any other purpose.

Public Disclosure

With your consent, we may publicly disclose comments about your recruitment experience that you are willing to share to enhance our recruitment program.

Legal, Enforcement, Security, and Investigation

We may disclose personal information about you (1) if we believe we are required to do so by law, regulation or legal process, such as a court order or subpoena; (2) as we deem appropriate or necessary in response to requests by government agencies, such as law enforcement authorities or tax authorities; (3) when we believe disclosure is appropriate or necessary to protect the rights, property, or safety of Lowe's, our customers, or others, including to prevent physical, financial or other harm, injury or loss, or to collect debts you owe; or (4) in connection with an investigation of suspected or actual unlawful activity.

Sale or Transfer of Business or Assets

We reserve the right to transfer personal information we have about you in the event we sell or transfer all or a portion of our business or assets (including, without limitation, in the event of a reorganization, dissolution, or liquidation).

Categories of Personal Information Disclosed for Business Purposes

- We disclose all of the categories of personal information described under “What Information We Collect” section for business purposes, including maintaining records related to your application, managing all aspects of your application process, protecting the security and integrity of data, systems, processes, and our business, fraud prevention, comply with legal, compliance, law enforcement and security requirements. Examples of the types of vendors we disclose personal information to for these purposes include recruitment partners, training providers, security and fraud prevention, legal, compliance and risk management vendors, and information technology vendors.

Categories of Personal Information Sold or Shared with Third Parties

We share your personal information with digital advertising partners for purposes including serving you with relevant job-related advertisements and recommendations on roles based on your interactions with Lowe's Career site and third-party sites. We do not sell your personal information for money but this recruiting practice may be considered a "sale" or a "share" for cross-context behavioral advertising under CA law.

Categories of Third Parties and Purposes of Sharing	Categories of Personal Information
Marketing, Advertising Networks, and Social Media	<ul style="list-style-type: none"> Identifiers Online Activities

Your Privacy Rights and Choices

Privacy Rights for Residents of California

If you are a California Resident, you may be able to exercise the right to know, access, delete, or correct your personal information, or opt-out from or limit certain types of processing activities (subject to certain limitations at law). Below are additional details about the privacy rights above:

- Right to know and access your personal information.** You may request to access a copy of your personal information that we have collected about you in a format that is easily understandable to the average consumer, and to the extent technically feasible, in a structured, commonly used, machine-readable format, which also may be transmitted to another entity at your request without hindrance. You may also have the right to confirm whether we are processing personal data about you and to obtain certain personalized details about the personal information we have collected about you, including the categories and specific pieces of personal information we collect about you, the purposes for which the personal information was collected, the categories of sources from which personal information is collected, the categories of personal information disclosed to third parties (if any) the categories of entities with whom we disclose the personal information, the categories of personal information shared for cross-context behavioral advertising purposes (if any), and the categories of recipients to whom the personal information were disclosed for those purposes, and the categories of personal information sold (if any), and the categories of third parties to whom the personal information were sold. The information may be delivered by mail or electronically at your request.

- **Delete your personal information.** You may request Lowe's to delete your personal information we maintain about you. Please note that we need to keep certain information when permitted by law to comply with laws and regulations, and for other solely internal and lawful purposes.
- **Correct your personal information.** You may request Lowe's to correct inaccurate personal information we maintain about you, taking into account the nature of the personal information and the purposes of the processing of the personal information.
- **Opt-out from sale / sharing of your information for targeted advertising.** As stated above, we do not sell your information for money but we use certain advertising practices (including using cookies, pixel or tags for recruiting purposes) to serve you with targeted job recommendations. You can opt-out from such sale / sharing of your personal information for cross context behavior advertising.
- **No discrimination.** You have the right not to receive discriminatory treatment by Lowe's for the exercise of your privacy rights.

We do not use or disclose sensitive personal information for purposes other than those purposes allowed under the California Privacy Rights Act and its implementing regulations and we have not used or disclosed your sensitive personal information except for those purposes in the preceding 12 months. Examples of the permitted purposes include using the sensitive personal information reasonably expected by an average job applicant for employment related purposes, such as to protect security, integrity, and safety, and to prevent fraud, malicious and illegal actions.

How to Submit Privacy Request(s)

- **Right to access, know, delete, or correct personal information.** To exercise your right to access, know, delete, or correct your personal information, please enter the [Lowe's Job Applicant and Associate Privacy Request Portal](#) or call 1-844-HR-LOWES. We need your contact information, such as name, address, phone number and email, to submit your request and verify your identity for access, deletion, or correction requests.

For your information security and privacy, we verify requestor identity by using information we have about you. We may contact you directly to verify the request via phone or email or ask you knowledge-based questions.

- **Opt-out from sale / sharing of your information for targeted advertising.** To opt-out from sharing for targeted advertising, submit an opt-out request via the Lowe's Privacy Request Portal or by calling 800-309-5732 and asking to restrict sharing of personal information for targeted advertising.

Cookie Based Opt-Outs. You may opt out of cookies set by third parties that may be considered sales and targeted advertising by adjusting your cookie settings using the cookie preference for Lowe's Career site (also provided below). The opt-out is associated with the browser that you use to set those preferences, unless we know you are browsing our site.

<INSERT COOKIE BANNER>

Opt-out Preference Signals. You may also institute opt-out preference signals such as the Global Privacy Control for requests to opt-out from “sale” or opt-out from sharing of personal information for targeted advertising (on the browsers and/or browser extensions that support such signals).

- **Agent.** You may designate an agent to submit privacy requests on your behalf, but for your protection, we may need to verify your identity directly with you before fulfilling certain requests, and we will deliver your personal information directly to you (if requested). We need your agent’s contact information, and your agent needs to have your information ready when submitting the request.

How We Protect Information

We maintain administrative, technical, and physical safeguards designed and intended to protect personal information against accidental, unlawful, or unauthorized destruction, loss, alteration, access, disclosure or use. Despite these safeguards, due to inherent uncertainty in the use of the internet and information systems and the potential for unlawful attacks by third parties, we cannot guarantee that the use of our systems, websites, or applications will be completely safe or secure.

How We Retain Information

We will retain information we collect from you for as long as necessary or appropriate to carry out the purposes described in this Privacy Statement, or any other notice provided at the time of data collection. However, if necessary, we may retain personal information for longer periods of time, until set retention periods and deadlines expire, for instance where we are required to do so in accordance with legal, tax, and accounting requirements set by a legislature, regulator, or other government authority.

To determine the appropriate duration of the retention of personal information, we consider the amount, nature and sensitivity of the personal information, the potential risk of harm from unauthorized use or disclosure of personal information and if we can attain our objectives by other means, as well as our legal, regulatory, tax, accounting and other applicable obligations.

Where required, we will dispose of or deidentify the information we collect when we no longer need it for the purposes set forth in this Privacy Statement or any other notice provided at the time of data collection, in accordance with Lowe’s retention policies and procedures, or, if this is not possible (for example, because personal information has been stored in backup archives), then we will protect the personal information until deletion or deidentification is possible.

Scope

When we use the term “personal information” in this Privacy Statement, we mean information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, to an individual within the context of the individual’s role as a job applicant. It does not include aggregated or deidentified information that is maintained in a form that cannot reasonably be used to infer information about, or otherwise be linked to, a particular individual. Where we maintain de-identified data, we will maintain and use the data in de-identified form and not attempt to re-identify the data except as required or permitted by law.

The Privacy Statement covers the privacy practice of Lowe’s Companies, Inc. and its U.S. operating subsidiaries and affiliates (“Lowe’s”), except as outlined below. It applies to personal information related to job applicants in an employment context.

In some cases, we may provide additional details about privacy practices specific to a particular operation or location. Any such additional terms supplement or amend this statement, but only with respect to the matters governed by such separate disclosures.

This Statement does not apply to:

- personal information collected when you interact with Lowe’s as a customer. Such personal information is governed by the [Lowe’s customer-facing privacy statement](#) available at the footer of the Lowe’s commercial websites.
- personal information collected if and when you are employed by Lowe’s.
- Your interactions with third parties or their websites that are linked to or accessible from Lowe’s websites or that are operated by unaffiliated parties, even though the website may contain references to Lowe’s. The information collection, use and sharing practices are governed by the respective privacy notices at the bottom of the sites.

How to Contact Us

If you have questions or comments about this Privacy Statement or if you would like us to update information we have about you, please contact us as indicated below.

Privacy Office
1000 Lowe’s Boulevard, NB6LG
Mooresville, NC 28117
privacy@lowes.com

Updates

This Privacy Statement may be updated periodically and without prior notice to you to reflect changes in our information practices or relevant laws. We will post a notice on Corporate Privacy Resource Center and other websites that point to this Privacy Statement to notify you of any substantive changes to the way we collect and use information. We will indicate the date the Privacy Statement was last updated at the top of the Privacy Statement.