



Summary of Personal Information We Collect

As a supplement to our Privacy Notices, the following chart summarizes the categories of personal information we collect, the sources from which we collect it, why we collect it, and how we disclose it. The specific types of personal information we collect from you depend on how you interact with us—for example, we collect different information about consumers, Pros, job applicants, vendors, and others. For more details on our data collection practices, please review the Privacy Notice relevant to your relationship with us.

Category of Personal Information	Sources	Purposes for Collection	Disclosures to Other Parties
<p>Identifiers</p> <p>Personal Records (Includes Personal Information described in Cal. Civ. Code § 1798.80(e), and some types of sensitive personal information—e.g., Social Security, driver’s license, state identification card, or passport number)</p> <p>Commercial Information</p>	<p>Directly from you (Ex. when you complete a form, purchase products or services from us, sign up for discounts or rewards, register for an account, or otherwise provide information to us)</p> <p>Automatically through technology (Ex. when you use our websites or apps, or interact with our emails or advertisements)</p> <p>Created by us (Ex. if we create records pertaining to you, provide you with a login or user ID, or otherwise generate information linked to you)</p> <p>Service providers that help us to run our business</p> <p>Third parties (Including business partners, advertising networks, social media networks, data analytics providers, data brokers, as well as our suppliers and other companies we do business with)</p>	<p>Providing services to you (including processing purchases, rentals, service offerings, and returns)</p> <p>Communicating with you</p> <p>Personalizing our services</p> <p>Advertising and marketing</p> <p>Supporting our promotions, loyalty program, discounts, coupons, contests, and sweepstakes</p> <p>For analytical and research purposes, including development of our products and services</p> <p>Processing job applications</p> <p>For safety, security, and fraud prevention</p>	<p>To service providers and contractors for business purposes consistent with the purposes for which we collect the information, including:</p> <ul style="list-style-type: none"> • Performing services on our behalf (including communications, technical, analytical, web hosting, data storage, application support, vendor management, billing and payment processing, customer support, accounting, auditing, insurance, legal, security, training, design, installation, or other services) • Ensuring security and integrity of personal information • Debugging to identify and repair errors that impair existing intended functionality • Short-term, transient use, including, but not limited to, non-personalized advertising • Advertising or marketing services performed on our behalf • Auditing related to ad impressions • Undertaking internal research for technological development and demonstration • Undertaking activities to verify or maintain the quality or safety of our products and services

Category of Personal Information	Sources	Purposes for Collection	Disclosures to Other Parties
			<ul style="list-style-type: none"> • Complying with applicable laws and regulations • For safety and security • Detecting, protecting against, or addressing malicious, deceptive, fraudulent, or illegal activity <p>To third parties for targeted/cross-context behavioral advertising, certain types of analytics, and in other ways that are defined as “sales” or “sharing” under certain state privacy laws (ex. home improvement companies or financial institutions for joint marketing or analytics)</p>
<p>Characteristics of Protected Classifications (Sensitive personal data within this category is used for more limited purposes—please see below for more information)</p>	<p>Directly from you (Ex. when you complete a job application or rent a truck from us)</p> <p>Through Technology (Ex. through our in-store cameras)</p> <p>Service providers (Ex. vendors that assist us with running our hiring process)</p> <p>Third parties</p>	<p>For certain services (Ex. confirming age for vehicle rentals)</p> <p>Processing job applications (Ex. where required by law to collect certain demographic information)</p> <p>In relation to our veterans’ discount program</p> <p>Advertising and marketing</p> <p>For analytical and research purposes, including development of our products and services (Ex. customer surveys)</p> <p>For safety, security, and fraud prevention</p>	<p>To service providers and contractors for business purposes consistent with the purposes for which we collect the information. Please see above for examples of the types of services these parties may provide</p> <p>To third parties for targeted/cross-context behavioral advertising, certain types of analytics, and in other ways that are defined as “sales” or “sharing” under certain state privacy laws</p>
<p>Race, ethnicity, citizenship, immigration status</p>	<p>Directly from you (Ex. when you complete a job application)</p> <p>Through Technology (Ex. through our in-store cameras)</p> <p>Service providers (Ex. vendors that assist us with running our hiring process)</p>	<p>Processing job applications (Ex. where required by law to collect certain demographic information)</p> <p>For analytical and research purposes, including development of our products and services (Ex. customer surveys)</p>	<p>To service providers and contractors for business purposes consistent with the purposes for which we collect the information. Please see above for examples of the types of services these parties may provide</p>

Category of Personal Information	Sources	Purposes for Collection	Disclosures to Other Parties
		For safety, security, and fraud prevention	
Internet or Other Electronic Network Activity Information	Through technology (Ex. when you use our websites or apps, or interact with our emails or advertisements) Service providers Third parties	Providing our services (Ex. our websites, apps, and in-store Wi-Fi) Personalizing our services Advertising and marketing Supporting our promotions, loyalty program, discounts, coupons, contests, and sweepstakes For analytical and research purposes, including development of our products and services For safety, security, and fraud prevention	To service providers and contractors for business purposes consistent with the purposes for which we collect the information. Please see above for examples of the types of services these parties may provide To third parties for targeted/cross-context behavioral advertising, certain types of analytics, and in other ways that are defined as “sales” or “sharing” under certain state privacy laws
Geolocation Data (Includes precise geolocation within a radius of 1,850 ft.)	Through technology	Providing certain services (Ex. helping you locate a store, find products within our stores, or use curbside pickup) Personalizing our services Advertising and marketing For analytical and research purposes, including development of our products and services	To service providers and contractors for business purposes consistent with the purposes for which we collect the information. Please see above for examples of the types of services these parties may provide To third parties for targeted/cross-context behavioral advertising, certain types of analytics, and in other ways that are defined as “sales” or “sharing” under certain state privacy laws
Audio, Electronic, Visual, Thermal, Olfactory, or Similar Information	Directly from you (Ex. customer service calls recorded for quality assurance, or when you use your camera for certain features in our apps) Through technology (Ex. in-store cameras)	Providing certain services (Ex. for design consultations and through our Style Your Space feature in our mobile app) Communicating with you For analytical and research purposes, including development of our products and services	To service providers and contractors for business purposes consistent with the purposes for which we collect the information. Please see above for examples of the types of services these parties may provide

Category of Personal Information	Sources	Purposes for Collection	Disclosures to Other Parties
		For safety, security, and fraud prevention	
Professional or Employment-Related Information	Directly from you Through technology Service providers Third parties	Providing our Pro services Facilitating services you may provide to us (Ex. if you work for a vendor, marketplace seller, or other business contact) In relation to our discount program for first responders Advertising and marketing Supporting our promotions, loyalty program, discounts, coupons, contests, and sweepstakes For analytical and research purposes, including development of our products and services Processing job applications For safety, security, and fraud prevention	To service providers and contractors for business purposes consistent with the purposes for which we collect the information. Please see above for examples of the types of services these parties may provide To third parties for targeted/cross-context behavioral advertising, certain types of analytics, and in other ways that are defined as “sales” or “sharing” under certain state privacy laws
Biometric Data	Through technology (Ex. in some stores, our cameras use image matching and analysis technology)	For safety, security, and fraud prevention For analytical and research purposes, including development of our products and services	To service providers and contractors for business purposes consistent with the purposes for which we collect the information. Please see above for examples of the types of services these parties may provide
Personal Data about Children	From parents (Ex. parents may sign their children up for the Lowe’s Kid’s Club by providing the child’s name and date of birth)	Providing Kid’s Club services	To service providers and contractors for business purposes consistent with the purposes for which we collect the information
Inferences	Created by us (Ex. information derived from the personal information otherwise described in this chart)	Personalizing our services Advertising and marketing	To service providers and contractors for business purposes consistent with the purposes for which we collect the information. Please see above for examples

Category of Personal Information	Sources	Purposes for Collection	Disclosures to Other Parties
	Service providers Third parties	For analytical and research purposes, including development of our products and services	of the types of services these parties may provide To third parties for targeted/cross-context behavioral advertising, certain types of analytics, and in other ways that are defined as “sales” or “sharing” under certain state privacy laws

In addition to the above, we may collect, use, and disclose personal information as required by law, regulation or court order; to respond to governmental and/or law enforcement requests; to identify, contact or bring legal action against someone who may be causing injury to or interfering with our (or others’) rights or property; for security and fraud prevention purposes; to support any actual or threatened claim, defense or declaration in a case or before any jurisdictional and/or administrative authority, arbitration or mediation panel; in connection with disciplinary actions/investigations; or as otherwise described at the time your personal information is collected. Likewise, we may use and disclose personal information to third parties in connection with the sale, assignment, merger, reorganization, or other transfer of any of our brands or companies.

Please note that the chart above does not cover credit-related products (such as Lowe’s-branded credit cards), the Lowe’s Foundation and its charitable records, or personal data Lowe’s processes about employees.