



Lowe's Supplemental Privacy Notice

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Welcome!

We care about your privacy, no matter how you interact with Lowe's! Whether you are a job applicant, a business partner, an installer, a Marketplace Seller, a supplier, an investor, or a Lowe's Creator, we want you to understand how we collect, use, store, and share your personal information. If you are looking for information on our privacy practices when we sell our products, please review our [Privacy Notice](#).

How to Find What You're Looking For

This Supplemental Privacy Notice is split into short sections, so you can find what you need quickly.

Here's what's in it:

[Job Applicants](#)

[Product Suppliers](#)

[Business Partners and Independent Service Providers](#)

[Marketplace Sellers](#)

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[Who We Are and How to Contact Us](#)

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Want a quick chart that shows the types of personal information we collect and why? Click [here](#).

What is Personal Information?

Let's start with what we mean when we talk about "**personal information.**" Personal information is information that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or indirectly, with you. Personal information does not include information that is publicly available, deidentified (meaning it cannot reasonably be used to identify you), or aggregated (combined with data about others in a way that no longer identifies you or anyone else). Where we maintain deidentified data, we will maintain and use the data in deidentified form and not attempt to reidentify the data except as required or permitted by law.

Personal information is more than just your name or phone number—it includes any information that can be linked to you and your business, like what you buy, browse, or prefer. We get some of this information directly from you when you make a purchase on our website, mobile app, or in our store, but a lot of it is collected as you browse our website or use our services, or from trusted partners. We use this information to better understand your needs, improve our products and services, and personalize your experience with us.

Job Applicants

Personal Information We Collect About Job Applicants

This section specifically provides info about how we collect, use, and share your personal information when you interact with us through our [Careers Website](#) and as a job applicant. We have a separate privacy notice for current Lowe's employees.

When you apply for a job with Lowe's or our U.S. subsidiaries and affiliates, we collect certain information about you and your device to process your job application, run our [Careers Website](#), suggest jobs that may be a good fit, and improve the hiring experience.

If you apply online, you'll create a **Candidate Home Account** with your email and password. We will also ask for details about you, like your **name, preferred name, address, phone number, email address, and date of birth.**

During the application process, we also may collect additional information such as your work and education history, certifications, and other details you choose to share (for example, on your résumé or in our chatbot, Luci). We also collect certain legally required information, such as gender, race, ethnicity, veteran or military status, and government identifiers like a driver's license or Social Security number. We may use the information we collect during the application process to make **inferences** about you as a candidate.

If your interview includes a video component or takes place in-store, we may collect video and audio recordings from your video interviews or from our in-store cameras.

We use cookies and similar technologies on our Careers website that automatically collect **internet or other activity information**, like your IP address, browsing history, referring websites, browser type, device ID, operating system, carrier or ISP information, language, and approximate **geolocation.** We use this information to help us understand how people use our site, remember your preferences, show you relevant job opportunities, advertise to you, and improve our recruiting process.

Want to learn more? See our [Cookies, Pixels, and Other Online Tracking Technologies](#) section.

Why We Collect Personal Information

We collect information about job applicants to help us manage the hiring process and improve your experience. Specifically, we use your information to:

- Identify you and keep records about to your application
- Communicate with you
- Review and respond to your job application, requests, and questions
- Manage the recruiting and hiring process
- Improve how we operate through business analysis and research
- Comply with applicable laws
- Protect our systems, data, and business from fraud and security risks
- Show you job recommendations and tailored ads that match your interests and activity on Lowe's Careers site and other websites.

How We Collect Personal Information

We collect information about you in a few different ways, including:

- **Directly from you.** For example, when you create a Candidate Home Account or fill out a job application online or in one of our stores.
- **Automatically.** Some information about you is collected automatically. For example, your website activity or video and audio recordings when you interact with our Careers website or visit our stores.
- **From other sources.** We may receive information about you from Lowe's affiliates, background-check providers, social networks (like LinkedIn), references, and other recruitment partners who support our hiring process.
- **By creating, deriving, or inferring information.** We may create information about you (for example, by assigning you a job applicant ID) or make reasonable inferences, like insights from assessments you complete during the application process.

Meet Luci, Our AI-Powered Job Assistant

If you have questions while applying, you can ask **Luci**, our AI-powered assistant. Luci can answer questions about open roles and guide you through the application process.

When you chat with Luci, both Lowe's and our trusted service provider collect the information that you share so we can provide you with this support. Luci is only designed to help you with job-related questions and can't help you with other topics.

If you are looking for information on **Mylow**, our home improvement assistant, please visit [Lowe's Privacy Notice](#).

How We Share Job Applicants' Personal Information

We share personal information with trusted partners for the following business purposes:

- Performing services on our behalf. We share your personal information with companies that help provide services to us, such as information technology vendors, recruiting agencies, companies that manage hosting, travel, and other applicant services. If you ask us to, we may also share your contact information or government ID to partners that help arrange travel and accommodations as part of the recruitment process. These providers can only use your information to perform the tasks that we've hired them to do and they're not allowed to use it for any other purpose.
- Ensuring security and integrity of personal information
- Debugging to identify and repair errors that impair existing intended functionality
- Providing advertising or marketing services on our behalf
- Undertaking internal research for technological development and demonstration
- Undertaking activities to verify or maintain the quality or safety of our services
- To comply with applicable laws and regulations
- For safety and security
- Detecting, protecting against, or addressing malicious, deceptive, fraudulent, or illegal activity

We share your sensitive personal information for more limited purposes, including: to provide services related to your job application; to support business operations or recruiting activities carried out on our behalf; to comply with applicable laws and regulations; for safety and security; to detect, protect against, or address fraud or other illegal or harmful activity.

Although we do not sell personal information in exchange for money, some of our advertising, marketing, and analytics practices may be considered "sales" or "sharing" under some state privacy laws. For more information on how to opt out click [Your Rights and Choices](#).

More Information

Please click [here](#) to learn more about how we handle your information, including how we use cookies and other tracking technologies, how we keep your data safe, how long we keep it, and the choices you have about your personal information. You'll also find details about the privacy rights available to California residents under the California Consumer Privacy Act.

Product Suppliers

Personal Information We Collect About Product Suppliers

When you partner with us as a Lowe's Supplier, we collect certain information to help us work together smoothly. This may include:

- **Business details**, such as your company's legal name, taxpayer ID, business phone number,

business address, business email address, and other details such as products your business provides

- **Onboarding details** like your account registration info, onboarding ID, and account number
- **Survey responses** if you choose to complete any feedback surveys we send
- **Online activity information** related to how you use our websites

How We Use this Information

We use the information we collect to help match your business with potential procurement opportunities, to communicate with you, and to support our supplier programs.

How We Collect Personal Information

We collect personal information when you apply to become a Lowe's Supplier, take part in a supplier pitch, complete a survey, or use our websites.

How We Share Personal Information

We may share your personal information with our affiliates, service providers, and contractors, such as our platform vendors or database providers, so they can help us operate our supplier program and services. These partners can only use your information to support us and are not allowed to use it for anything else.

We may share info for the following business purposes:

- Helping us provide and manage our services
- Maintaining the security and integrity of our systems
- Identifying and fixing issues that may affect functionality
- Providing or supporting advertising or marketing efforts on our behalf
- Conducting internal research and tech development
- Maintaining the quality or safety of our services
- Complying with applicable laws and regulations
- Promoting safety and security
- Detecting or preventing fraud or other harmful activities

Want to Learn More?

Click [here](#) to keep reading about how we handle your privacy, including our use of cookies and other tracking technologies, how we retain and secure personal information, and the rights and choices available to you.

Business Partners and Independent Service Providers

If you work with Lowe's as a business partner or an independent service provider—for example, an installer—this section explains the types of personal information we collect about you and how we

use it.

Personal Information We Collect About Business Partners

When you sign up to be an independent service provider for Lowe's, we may collect information such as:

- **Account details:** your name, email address, password, phone number, and other contact information
- **Business information:** your company's legal name, taxpayer ID, business phone number, business address, business website, your business type, licenses and certifications, and other business details
- **Survey responses:** if you choose to complete any feedback surveys we send to you
- **Online activity information: how you interact with** our websites

Our **PROvider App** helps you manage your jobs on the go, your schedule, customer information, and notes. If you use the **Delivered by Lowe's App**, you can choose to share your **precise location** so we can give customers more accurate delivery.

To support these app features, we collect information about your device and how you use the app. We use this information to provide the app's services and to improve your overall experience.

How We Use This Information

We may use the personal information we collect about you to:

- Provide the services you request
- Help support your work with Lowe's
- Connect you with customers looking for a service provider (if applicable)
- Communicate with you

How We Collect Personal Information

We collect personal information when you create an account, use our apps or websites, or interact with us in other ways. This includes:

- Information you provide
- Information we collect automatically
- Information from other sources, like your employer
- Information we derive or infer based on your interactions with us

How We Share Personal Information

We may share your personal information with our affiliates, service providers and contractors (like app developers) and other parties for the following business purposes:

- Helping us provide and manage our services
- Maintaining security and integrity of our systems
- Fixing issues that may affect functionality y
- Supporting advertising or marketing efforts on our behalf

- Conducting research and technological development
- Maintaining the quality or safety of our services
- Complying with applicable laws and regulations
- For safety and security
- Detecting or preventing fraud or other harmful activities

We also share your personal information when a consumer asks us to connect them with a service provider in your field.

Want to Learn More?

Click [here](#) to keep reading about how we protect your privacy, including our use of cookies and other tracking technologies, how we retain and secure personal information, and the rights and choices available to you.

Marketplace Sellers

Personal Information We Collect About Marketplace Sellers

If you join Lowe's Marketplace as a verified seller, we collect the following information:

- **Business information:** your company's legal name, taxpayer ID, business phone number, business address, business website, your business type, and other business details
- **Onboarding information:** account registration details, your onboarding identification number, and account number
- **Contact information:** name, email address, password, and phone number
- **Online activity information:** how you interact with our websites

How We Use This Information

We use your personal information to:

- Provide the services you request
- Set up your account on the Lowe's Marketplace platform
- Communicate with you
- Help support customer transactions and purchases of your products

How We Collect Personal Information

We collect personal information when apply to join Lowe's Marketplace, use our websites, or interact with us in other ways.

How We Share Personal Information

We may share your personal information with our affiliates, service providers and contractors (such as web and cloud hosting partners) to help us operate the Marketplace. These partners can only use your information to support Lowe's and are not allowed to use it for anything else. For example, we may share information for reasons such as:

- Helping us provide and manage our services
- Maintaining the security and integrity of our systems
- Fixing issues that may affect functionality
- Supporting advertising or marketing efforts on our behalf
- Conducting research and technological development
- Maintaining the quality or safety of our services
- Complying with applicable laws and regulations
- For safety and security
- Detecting or preventing fraud or other harmful activities

We may also display some business-related information on our website as part of your seller profile.

Want to Learn More?

Click [here](#) to keep reading about how we protect your privacy, including our use of cookies and other tracking technologies, how we retain and secure personal information, and the rights and choices available to you.

Investors

Personal Information We Collect About Investors

When you sign up for our investor relations emails through our website, we collect your email address.

In limited instances, like if you purchased stock directly through our stock transfer agent and registrar, we may also collect information like:

- your **name** and **date of birth**
- **Your mailing address, email address, and telephone number**
- **Your account number and Social Security number**
- **The number of shares you own** (if applicable).

We also collect **online activity information** about how you use of our websites.

How We Use This Information

We may use your personal information to:

- Maintain accurate investor records
- Meet our legal and compliance obligations
- Provide services, including the Lowe's investor webpage and email communications

How We Collect Personal Information

We collect personal information about you when you subscribe to our investor relations email communications, purchase shares through certain direct ownership of stock processes, or use our websites.

How We Share Personal Information

We may share your personal information with our affiliates, service providers, and contractors (such as email vendors, IT vendors, and document-storage) so they can help us operate our investor services. These partners may need to access your information to do their jobs, but they can only use it to support Lowe's.

We may share information for reasons such as:

- Helping us provide and manage our services
- Maintaining security and integrity of our systems
- Fixing issues that may affect functionality
- Supporting advertising or marketing efforts on our behalf
- Conducting research and technological development
- Maintaining the quality or safety of our services
- Complying with applicable laws and regulations
- For safety and security
- Detecting or preventing fraud or other harmful activities

Want to Learn More?

Click [here](#) to keep reading about how we protect your privacy, including how we use cookies and other tracking technologies, how we retain and secure personal information, and the rights and available to you.

Lowe's Creators

Personal Information We Collect About Lowe's Creators

If your part of the Lowe's Creator Network (or thinking about joining), we may collect the following personal information about you:

- **Your name** and preferred **alias**
- **Your email address** and **password**
- **Your social media profile handles** and **details about your social media accounts**
- **Information about how you use our websites and online services**

How We Use This Information

We use the personal information we collect to support your participation in the Lowe's Creator Community and to communicate with you.

How We Collect Personal Information

We collect personal information about you when you apply to join the Lowe's Creator Community or from your social media profile.

How We Share Personal Information

We may share your personal information with our affiliates, service providers, and contractors (such as email marketing partners and IT vendors) so they can help us operate and support the Creator Network. These partners may only use your information to assist us and not for their own purposes.

We may share information for reasons such as:

- Helping us provide and manage our services
- Maintaining security and integrity of our systems
- Fixing issues that may affect functionality
- Supporting advertising or marketing efforts on our behalf
- Conducting research and technological development
- Maintaining the quality or safety of our services
- Complying with applicable laws and regulations
- For safety and security
- Detecting or preventing fraud or other harmful activities

We may also display some information from your social media profile on our website to highlight your participation in the Lowe's Creator Network.

Want to Learn More?

Keep reading for more information about how we protect your privacy, including how we use cookies and other tracking technologies, how we retain and secure personal information, and the rights and choices available to you.

Cookies, Pixels, and Other Online Tracking Technologies

We use cookies and similar tools to understand how you use our website and to make your experience better. Some of these cookies come from our partners, like advertisers or service providers. You can manage your cookie preferences anytime in our [cookie preference center](#). While we offer options for adjusting your cookie preferences for non-essential cookies on our website, if you do not want to have cookies placed on your device, you should clear your cache and set your browser to refuse cookies before re-accessing our website.

Cookies are small files that websites store on your device through a web browser to help that website or third-party systems recognize your device and remember information — like what's in your shopping cart or your preferred language. Web beacons (sometimes called tracking pixels) are tiny graphics embedded on a webpage or in an email that help us understand how people use our website and emails — like if you open one of our emails or visit a certain page.

In general, we use these technologies to:

- **Make our website work properly** — for example by allowing you to log in

- Improve your experience — by remembering your preferences (like language or region) and personalizing content for you
- **Understand how our website is used — we use tools such as Google Analytics and Adobe Analytics** to understand how our website is used, see what products most interest you, and understand how you interact with our site and ads
 - You can opt out of Google Analytics by installing the Google Analytics browser add-on, available [here](#)
 - You can opt out of **Adobe Analytics** [here](#)
 - We also use session-replay tools, like **Fullstory**, to see how visitors use our services and track browsing patterns to make improvements— to opt out of Fullstory, click [here](#)
- **Show you tailored ads**— our ad partners may use cookies to display ads that match your interests on other websites or social media
 - You can adjust your cookie preferences and opt out of **targeted advertising, sales, and sharing of personal information** anytime through our [cookie preference center](#)
 - You can also opt out of targeted advertising through the [Digital Advertising Alliance](#) or opt out of ads from Google by visiting the [Google Ads Settings page](#)
 - Although our website responds to certain browser-based opt-out preference signals, such as Global Privacy Control, our website does not respond to “Do Not Track” signals
- **Measure email performance** — we use tracking tools to see if our emails are opened or if links are clicked

Cookies vary in how long they last. Some cookies only last while you’re on our website — these are called **session cookies**. They disappear once you close your browser. Others, called **persistent cookies**, stay on your device until a set expiration date. We use both types of cookies to help our website run smoothly and improve your experience.

Third-Party Features and Links

Some parts of our website use third-party tools, like social media buttons (for example, “Like” or “Login with Facebook”) or video players. These tools may collect information such as your **IP address**, or which pages you visit and send it to the company that provides the feature.

When you use these features, we may get limited information from that third party, and they may receive details about how you use our site. Any personal information collected by those companies is handled under their own privacy policies, not ours.

Our website also includes links to other sites. When you click a link that takes you off Lowe’s, you’re leaving our site, and this Privacy Notice no longer applies.

Information Storage, Security, and Fraud Prevention

We keep your information to meet the purposes described in this Privacy Notice and to comply with our recordkeeping, legal, or business obligations. This means we hold onto it to fulfill the reason we collected it, resolve disputes, or enforce our rights.

When deciding how long to keep information, we consider what type it is, how sensitive it is, legal requirements, and whether we can meet the same need in other ways. Once it's no longer needed, we delete it or remove identifying details following our data retention policies.

We take your privacy and the security of your information seriously. We use a mix of administrative, technical, and physical safeguards to help prevent unauthorized access, loss, or misuse of personal information.

We may also use the personal information we collect to prevent fraud, detect security issues, and protect you, us, and others from malicious activity. While we do our best to protect your information, no system is completely secure. Because of how the internet and technology work, we can't guarantee absolute security, but we take reasonable steps to protect your data.

Your Rights and Choices

Personal information is, well, personal. You have options when it comes to how we collect, use, and disclose your personal information.

Accessing and Updating Your Account Information. If you created an account with us, you can directly access your Lowe's account profile. Depending on the nature of your account, you may also be able to update your account information.

Email Preferences: If you wish to opt out from receiving our promotional email communications, you can use the unsubscribe link in the email you received from us.

Please note that if you opt out of our promotional emails, we may still send you email messages related to your account or any services you request from us. Unsubscribing from our promotional emails will not affect the level or quality of service we provide to you.

Opting Out of Targeted Advertising, Sales, and Sharing of Personal Information.

- If you would like to opt out of targeted advertising, sales, or sharing of your personal information for cross-context behavioral advertising, please visit our [Cookie Preference Center](#) to submit your choices.
- You may also use the Global Privacy Control browser signal to opt out. If you choose to use a browser-based opt-out signal, you will be opted out of targeted advertising, sales, and sharing through tracking technologies such as cookies, and will need to turn it on for each browser you use.
- California residents may also submit a request to opt out of offline sales and sharing. If you are a job applicant, please use the [Lowe's Employee Privacy Portal](#). If you have any other type of relationship with Lowe's, please email us at privacy@lowes.com.

You can find similar options within our apps. Just go to My Account>Do Not Sell My Info.

For more information and options, please see the section of this Notice on [Cookies and Other Tracking Technologies](#).

Text Messages. To stop receiving marketing text/SMS messages from Lowe's, please reply STOP to the Lowe's marketing text message. Please note replying STOP only applies to the phone number that got the text.

Push Notifications. To opt out from Lowe's push notifications, please adjust the permissions in your

mobile device. This opt out does not apply to in-app notifications.

App Location Tracking. To stop us from collecting your precise location information in our mobile app, please adjust your mobile device settings.

California Privacy Rights

This section describes privacy rights available to California residents.

- If you are a California job applicant, you may submit requests relating to your personal information by using the [Lowe's Job Applicant Privacy Portal](#) or calling us at **1-800-309-5732**.
- If you have any other type of relationship with us, please email your request to privacy@lowes.com. When you submit a request, we'll ask for basic contact details (like your name, email, phone number, and address).

If you submit a request to delete, request to correct, or request to know, we or our verification vendor may require 2-3 pieces of personal information to verify your identity. If you have a password-protected account with us, we may verify your identity through our existing authentication practices for your account.

We may also collect your language preference during this process to make things easier for you and provide you with the verification questions in your preferred language—it is deleted once your request is complete.

You may designate an authorized agent to make a request on your behalf; however, you will still need to verify your identity directly with us before your request can be processed. An authorized agent may submit a request on your behalf using the Lowe's Privacy Portal or toll-free number listed above. We will not discriminate against you if you choose to exercise your privacy rights.

California residents may make the following types of requests relating to their personal information:

Right to Know. California residents have the right to know:

- The categories of personal information we have collected about you, including:
 - The categories of sources from which the personal information was collected
 - Our business or commercial purposes for collecting, selling, or sharing personal information
 - The categories of recipients to which we disclose personal information
 - The categories of personal information that we sold or shared, and for each category identified, the categories of third parties to which we sold that particular category of personal information
 - The categories of personal information that we disclosed for a business purpose, and for each category identified, the categories of service providers or contractors to which we disclosed that particular category of personal information
- The specific pieces of personal information we have collected about you

Deletion. You have the right to request the deletion of personal information we collected from you, subject to certain exceptions. Where we use deidentification to satisfy a deletion request, we commit to maintaining and using the information in deidentified form and will not attempt to reidentify the information. Please be aware that if you request us to delete your personal information, all your information will be deleted.

Correction. If you believe that personal information we maintain about you is inaccurate, you may submit a request for us to correct that information. Upon receipt of a verifiable request to correct inaccurate personal information, we will use commercially reasonable efforts to correct the information

as you direct.

Right to Opt Out of Sales and Sharing of Personal Information. You have the right to opt out of the sale of your personal information, and to request that we do not share your personal information for cross-context behavioral advertising. For more information on how to use this right, please click [here](#).

Right to Limit Use and Disclosure of Sensitive Personal Information. You may direct us to limit the use and disclosure of your sensitive personal information to uses/disclosures that are reasonably necessary to provide our goods and services, or as needed:

- to ensure security and integrity;
- to prevent fraud or illegal activity;
- for physical safety;
- for short-term, transient use, including for non-personalized advertising;
- to perform services on behalf of the business; and
- to verify or maintain the quality or safety of a service or device owned, manufactured, manufactured for, or controlled by us, and to improve, upgrade, or enhance such services or devices.

Response Statistics. To view statistics about the California customer data requests we received in 2024, please click [here](#).

Who We Are and How to Contact Us

As used in this Privacy Notice, “we,” “us,” “our,” and “Lowe’s” refer to Lowe’s Companies, Inc., including our subsidiaries and affiliated entities.

If you have questions about this Privacy Notice or if you need access in a different language or format, please contact us as indicated below.

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

We may update this Privacy Notice from time to time, and encourage you to periodically check here for the most recent version. The last time we updated this Notice was March 11, 2026.

What Haven’t We Covered?

In addition to the other purposes for collection, use, and disclosure of personal information described in this Notice, 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.

This Privacy Notice does **not** apply to:

1. Lowe's Customers—please click the link for our [Lowe's Privacy Notice](#).
2. Credit-related products (such as Lowe's-branded credit cards), which are covered by the issuing banks' privacy notices.
3. Lowe's Foundation and its charitable records.
4. Lowe's Employees.