



PRIVACY POLICY

Last update: 30-08-2026

At Lidl Connect, we are committed to ensuring your data is safe and your customer experience is seamless.

Lidl Connect services are delivered in partnership with our trusted telecommunications service provider, 1GLOBAL. While 1GLOBAL enables the connectivity behind the service, Lidl Connect can remain your dedicated point of contact for support and inquiries.

Data Protection Roles & Responsibilities

To deliver your mobile network service transparently under Data Protection Law:

TP Ireland Operations Ltd (operating as 1GLOBAL) acts as the Data Controller responsible for your personal data, network connectivity, and telecommunication operations.

Lidl Ireland acts as a Data Processor on behalf of 1GLOBAL, providing customer support, sales management, and administrative services.

You are free to contact either Lidl Ireland or 1GLOBAL directly regarding your personal data or to exercise your rights under the GDPR (such as access, rectification, erasure, or objection). You are not required or precluded from contacting either party.

Contact Customer Service

If you have any queries regarding our service, your personal data, or this Privacy Policy, please contact our Customer Care team. We can assist you with your inquiry and, where appropriate, with 1Global, to support the handling of your request in accordance with applicable data protection laws. We will keep you informed throughout the process and provide you with the relevant response. Where applicable, requests will be managed in line with the relevant regulatory timeframes, calculated from the date you first contacted Lidl Connect Customer Care.⁸

Contact Channel	Details	Opening Hours
Phone	+353 1 9203010	Monday - Friday: 8:00am - 8:00pm Saturday: 9:00am - 6:00pm.
Email	If you prefer writing to us, you can fill out our Contact Form.	Monday - Friday: 8:00am - 8:00pm Saturday: 9:00am - 6:00pm.
Digital Assistant LiA	Chat with our online digital assistant LiA for general queries and be re-directed to another customer service channel where appropriate.	-

Service Provider Privacy Policy

To successfully deliver your mobile connectivity, TP Ireland Operations Ltd (operating as 1GLOBAL) acts as the data controller for your personal data. They process your information in strict compliance with the General Data Protection Regulation (EU GDPR) 2016/679 and the Data Protection Act (Ireland) 2018.

To read our service provider's detailed privacy policy, please see 1GLOBAL's privacy policy below. If you wish to contact 1GLOBAL directly in relation to your data protection rights, please use the contact details contained in 1GLOBAL's privacy policy.

[Click here to read the full 1GLOBAL Privacy Policy](#)