

\$10 off every \$50 you spend

Get started

\$10 off every \$50 you spend

Get started

Staples Sites

20+ Employees

Set Your Store

Weekly Ad

Search for all your business needs

Rec

PRODUCTS

SERVICES & SOLUTIONS


DEALS

WORKLIFE

MEMBERSHIP

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Help Center




Manage Your Account

Reset a Password

Manage Stored Payment Methods

Add or Update Tax Exempt Status

Manage Notification Settings




Manage Your Orders

Cancel an Order

Track an Order

View or Print Order Receipt (PDF)

View Order History




Returns & Exchanges

Return an Item

Exchange a Damaged or Defective Item

Report a Wrong Item You Received

View or Print Refund Details



Staples Memberships

View Membership Benefits

Manage Custom Picks

Add a Purchase to Your Rewards Account

Enroll, Renew or Cancel Your Membership

HELP CENTER TOPICS

Managing Your Account

Staples Rewards & Memberships

Products & Services

Ordering

Shipping & Delivery

Payment, Tax Exempt & Coupons

Returns & Exchanges

Legal & Policies

Mobile App

Additional Resources

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Legal & Policies

Privacy Resource Center

Staples' U.S. Privacy Policy

Effective Date: May 25, 2018

This Privacy Statement describes our handling of Personal Information in connection with your presence in our locations and your use of our websites, mobile apps and the services we provide. By using our websites and services, you hereby consent to these terms.

"Personal Information" refers to information that identifies you as an individual. This Privacy Statement describes how we collect, use, share, and protect, your Personal Information, and choices you have regarding your Personal Information. We encourage you to read this Privacy Statement and to consult our **Privacy Resource Center** to learn more about privacy.

1. Categories of Personal Information You Provide or We Collect.

We collect the following categories of Personal Information:

• Information You Provide Us Directly. We collect personally identifiable and transactional information (purchase-related history) which you provide us directly, for example, in connection with a purchase, a promotion, or application for a membership program.

• Information Collected Through Automated Technologies. We use cookies, tags, web beacons and other technologies to track and collect browsing and purchase activity information. Our mobile applications also collect unique device identifiers and may collect geolocation information.

• Information We Receive from Other Parties. We may combine the information we receive from you with information we receive from other sources.

To learn more about automated tracking technologies, visit our **Privacy Resource Center.**

Children

Our websites and mobile services are intended for a general audience and are not directed toward children, and we do not knowingly collect Personal Information from children.


2. How We Use the Information We Collect.

Personal Information may be used for the following purposes:

• Our Products & Services. We use Personal Information to process and fulfill

Need a Staples Expert?


If you have not found the answer you were looking for within our Help Center, feel free to contact us via one of the options below:



Click to Chat with a Staples Expert

Mon - Fri, 8 am - 10 pm ET

Sat - Sun, 10 am - 7 pm ET



Call a Staples Expert

1 (800) 333-3330

Mon - Fri, 7 am - 11 pm ET

Sat - Sun, 9 am - 8 pm ET

your orders, refunds or exchanges, requests for products, services or information, to provide customer service, to administer our credit card programs, to customize your shopping experience, to identify your preferences, and to provide you services across multiple devices.

- **Marketing and Advertising.** We may use Personal Information to administer promotions, contests, sweepstakes, and rewards programs and to market products and services, including serving you interest-based advertising. For more information on interest-based advertising, see our **Privacy Resource Center**.
- **Other Uses.** We use Personal Information for other reasons, including conducting research and analysis; preventing or mitigating fraud and credit risk; and complying with legal matters, investigations, and applicable laws and regulations.

3. How We Share Your Personal Information.

We may share your Personal Information with other parties in the following instances:

- **With Our Third-Party Service Providers:** To process transactions or provide services on our behalf, including but not limited to providers of product delivery services (for example UPS and FedEx) and **website analytics (for example Google Analytics).**
- **For Marketing Purposes:** To notify you of offers for products or services that may be of interest to you. We do not share credit card or other financial information for marketing purposes.
- **For Corporate Transactions:** In connection with a merger, acquisition or sale involving all or a portion of our company.
- **Other Reasons:** To: (a) satisfy applicable law, regulations, legal process or valid governmental request; (b) enforce the terms of use applicable to our services, (c) detect, prevent or mitigate fraud or security or technical issues; or (d) protect against imminent harm to the rights, property or safety of our company, our customers or the public as required or permitted by law.

4. Your Choices Regarding Your Personal Information.

a. To Stop Certain Collection and Use of Your Personal Information:

Marketing Emails and Texts

- You can stop promotional emails from us by using the “unsubscribe” link on our promotional emails.
- You can stop marketing text messages, by replying “STOP” our promotional text messages, or
- You can contact us with your request as noted in the **How to Contact Us** section below.

Interest Based Advertising

Some of our websites support Interest Based Advertising efforts by third parties. Industry groups such as the **Digital Advertising Alliance**, or the **European Interactive Digital Advertising Alliance** if you are located in the European Union, have developed services to help you manage your Interest Based Advertising preferences.

Website Analytics

You can opt-out of tracking used to understand website utilization provided by Google Analytics by visiting <https://tools.google.com/dlpage/gaoptout>.

Do Not Track

Some browsers have a “Do Not Track” feature that lets you tell certain websites you do not want your online activities tracked. Our websites, like many other retailers, do not have this functionality.

b. To Change or Correct Your Personal Information

At any time, you can request access to your personal information, request that any inaccuracies be corrected, or request that comments or explanations be added to records about you.

You may contact us with changes as described in the How to Contact Us section. To prevent unauthorized changes, we may ask for certain information to verify your identity before we process such requests.

Although we will do our best to make your requested changes, in some cases (for example, if it requires a disproportionate technical or practical cost or effort or if it conflicts with our legal obligations or business requirements) we may be unable to do so completely.

5. How We Protect Your Personal Information.

We employ technical, physical and administrative safeguards to protect your Personal Information and require third parties with whom we work to do the same. However, we cannot guarantee your information will be completely safe against unauthorized access. Please use caution when sharing your information with others and take appropriate measures to protect the confidentiality of your username and password. Some practical tips are available in the **Privacy Resource Center**.

If you think the Personal Information you provided to us has been improperly accessed or used, or if you suspect that unauthorized purchases have been made on our websites using your Personal Information, please contact us immediately. Our websites may contain links to, or plugins or widgets from, social media or other websites operated and maintained by third parties. These properties, which we do not control, operate independently and have their own privacy practices and statements, which we encourage you to review.

6. Customer Specific Disclosures.

Contract Customers

If you are a contract customer and would like to opt-out of receiving promotional mail and/or email from us, please notify your Account Manager. You may still receive email or postal mail from other affiliated companies and third parties if they have received your email or postal address from other sources or as a result of their own transactions or experiences with you. You will also continue to receive email or postal mail if you request to hear from us again at a later date.

California Residents

Under California Civil Code sections 1798.83–1798.84 California residents may request the names and addresses of affiliated companies and categories of Personal Information we share for their direct marketing purposes. If you are a California resident and would like to make such a request, please contact us.

European Union (EU) Residents

Staples and its affiliated companies are based in the U.S. and the information Staples and its service providers collect is governed by U.S. law. If you are accessing the Services from outside of the U.S., please be aware that information collected through the services may be transferred to, processed, stored, and used in the U.S. Data protection laws in the U.S. may be different from those of your country of residence. Your use of the services or provision of any information therefore constitutes your consent to the transfer to and from, processing, usage, sharing, and storage of your information, including Personal Information, in the U.S. as set forth in this Privacy Statement.

As residents of the EU, you will have certain additional rights with respect to your Personal Data under the General Data Protection Regulation including:

- The right to be informed.
- The right of access.
- The right to rectification.
- The right to erasure.
- The right to restrict processing.
- The right to data portability.
- The right to object.
- Rights in relation to automated decision making and profiling.

For more information, see the **Privacy Resource Center**.

We will retain your EU Personal Information for as long as your account is active, as needed to provide you services and to fulfill the purposes for which the data was collected, and as necessary to comply with our legal obligations and fulfill our business needs.

8. How to Contact Us.

This Privacy Statement applies to Staples, Inc. and its affiliated companies. Please direct any questions, complaints or concerns regarding this Privacy Statement and our treatment of your Personal Information to any of the following:

by emailing at **privacy@staples.com**
by phone at (+1) 800-333-3330 (US only)
by writing to: **Staples**
Privacy and Compliance
500 Staples Drive
Framingham, MA 01702 US

Upon receiving a written request, we will contact you directly, investigate your request and work to address your concerns. We will respond to your request without undue delay within 30 days. We reserve the right to take reasonable steps to verify customer identity prior to granting access or processing changes or corrections.

9. Privacy Statement Updates

This Privacy Statement may change from time to time, and we will post on our websites any updated Privacy Statement. Recent changes to the Privacy Statement are documented below. Each version of this Privacy Statement will be identified by its effective date displayed at the top of this Privacy Statement.

What has changed:

May 25, 2018	Reorganization and Standardization of Privacy Policy and Introduction of the Privacy Resource Center
March 23, 2017	Removed references to the US-EU and US-Swiss Safe Harbor programs which have or will be discontinued.

Was this article helpful?

Yes

No

- Staples Rewards Program Terms and Conditions
- Staples Plus Membership Program Terms
- Technology Services Terms and Conditions
- Staples Mobile Terms and Conditions
- Product Reviews Term of Use
- Required Disclosures

Terms & Conditions



Customer Service

Help Center
Return an Item
Shipping
Contact Us
My Account
Auto Restock
Store Locator
Warranty
Recall
Policies & Legal
California Transparency in Supply Chains Act

Staples More Account

Staples More Credit

Corporate Info

About Staples
Corporate Responsibility
Financial Information
Media Information
Community Relations
STAPLES Center
Accessibility Compliance
Affiliate Program

Join the Staples Team

Careers

Staples Corporate Solutions

20+ Employee Customer Program
Overview
Program Benefits
Facility Solutions
Print Solutions
Breakroom Solutions
Managed Print Services
Office Products & Solutions
Green Focus

Other Staples Sites

Print & Marketing Services
Promotional Products
Quill.com
Federal Government Customers

Staples Programs

Staples Rewards
Staples Plus
Staples Premium

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