


Help Center




Manage Your Account

Reset a Password

Manage Stored Payment Methods

Add or Update Tax Exempt Status

Manage Order Status Notifications




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

Return a Wrong Item You Received

View or Print Refund Details



Staples Memberships & More

View Membership Benefits

My Deals

Ink & Toner Finder

Enroll, Renew or Cancel Your Membership

HELP CENTER TOPICS

Recommended Articles

Managing Your Account

Staples Rewards & Memberships

Chat offline Services

Ordering

Shipping & Delivery

Payment, Tax Exempt & Coupons

Returns & Exchanges

Legal & Policies

Privacy & Security

Mobile App

Additional Resources

Search the Help Center

California Notice

Effective Date: June 1, 2022

Version 3.1

California Consumer Privacy Act of 2018

The following section describes:

1. Categories of Personal Information We Collect

2. Examples of Specific Personal Information that may be Collected

3. Categories of Sources from which Personal Information is Collected

4. Purpose of Collecting the Personal Information

5. Categories of Other Parties to whom Personal Information may be Disclosed

6. Categories of Third Parties to whom Personal Information is Sold and the Purpose of Sale

Not all categories or examples of specific Personal Information may be collected about you depending on how you interact with us.

Categories of Personal Information We Collect	Examples of Specific Personal Information that may be Collected	Categories of Sources from which Personal Information is Collected	Purpose of Collecting Personal Information	Categories of Other Parties to whom Personal Information may be Disclosed	Categories of Third Parties to whom Personal Information is Sold and the Purpose of Sale
Identifiers	Names, Account/Loyalty Program IDs, Emails, Addresses, Phone Numbers, IP Addresses, Other Device Identifiers, Tax Exempt Numbers, Driver's License	From You, Your Devices (when you visit our sites or use our apps), Service Providers (e.g., data brokers, fraud prevention companies), Business Partners, Social Networks	To identify you in support of business activities such as fulfilling a transaction, communicating with you (order notification, etc.), personalizing your experience, fraud prevention	Advertising Networks and Service Providers/Business Partners such as cloud service providers, payment processing companies, fraud prevention companies, delivery companies, and product manufacturers	Advertising Networks for the purpose of Marketing and improving their products and services
Commercial Information	Products or Services Purchased, Price or Service Quotations, Credit Card or other Financial Information, Chat Sessions, Feedback/Survey Responses, Copy/Print Materials	From You (when you transact with us or participate in any of our programs)	To support a business transaction, communicating with you (surveys about your purchase, customer service, order notification, etc.), improve our products and services	Advertising Networks and Service Providers/Business Partners such as cloud service providers, fraud prevention companies, payment processing companies, delivery companies, and product manufacturers	Advertising Networks for the purpose of Marketing and improving their products and services (We do not sell credit card or other financial information.)
Biometrics	N/A	N/A	N/A	N/A	N/A
Characteristics of Protected Classifications	Demographic information such as age ranges, marital status, etc.	From You and Service Providers (e.g., data brokers, survey vendors, fraud prevention companies)	To protect against fraud, enable you to apply for a company credit card, demographically understand our customers to improve our products and services	Advertising Networks and Service Providers/Business Partners such as cloud service providers and marketing/sales analytics companies	N/A
Internet or Other Electronic Network Activity	Browsing activity, searches, and other interactions on our websites or mobile apps (such as text entered, pages visited, links clicked, keystrokes/cadence, and mouse movements), your interactions with our ads	From You, Your Devices (when you access our websites or mobile apps) and fraud prevention companies	To send marketing to you, improve our products and services, fraud prevention, etc.	Advertising Networks and Service Providers/Business Partners such as cloud service providers, fraud prevention companies, and eCommerce analytics companies	Advertising Networks for the purpose of Marketing and improving their products and services
Geolocation Data	Location based on IP address or mobile device location information	From You, Your Devices (when you access our websites or mobile apps), Service Providers (e.g., data analytics providers, fraud prevention companies)	To personalize your experience, display store locations near you, fulfill your orders, analyze web/app traffic, fraud prevention	Advertising Networks and Service Providers/Business Partners such as cloud service providers and eCommerce functionality vendors	N/A
Recordings (e.g., audio, visual)	Voice and CCTV Recordings	From You (calls with customer service or sales, or when you visit some of our locations), Service Providers (e.g., call recording software providers)	For quality assurance, training and analysis purposes, to improve our products and services, fraud prevention	Service Providers/Business Partners such as cloud service providers and customer service call recording companies	N/A
Professional or Employment-Related Information	Employer Name and Job Title	From You (e.g., when you inquire about our programs), Service Providers (e.g., data brokers), Business Partners	To send you marketing, personalize your experience, enroll you in certain programs at your request	Advertising Networks and Service Providers/Business Partners such as cloud service providers and program administrators	N/A
Education Information	School Affiliations	From You (when you participate in certain programs such as Classroom Rewards)	To administer certain programs	Advertising Networks and Service Providers/Business Partners such as cloud service providers and program administrators	N/A
Inferences	Product and Service Preferences	From You (when you tell us what products and service are of interest), by analyzing other data we have about you, Service Providers (e.g., advertising networks, fraud prevention companies), Social Networks	To provide you personalized experiences and marketing, group you into segments with other similar customers, improve our products and services	Advertising Networks and Service Providers/Business Partners such as cloud service providers and marketing/eCommerce analytics companies	N/A

The above categories are intended to encompass the Personal Information described in subdivision (e) of Section 1798.80 of the CCPA.

California residents have the following rights:

- The Right to Opt-Out of the Sale of Personal Information to Third Parties
- The Right to Disclosure of Personal Information Collected, Used, Disclosed, and Sold
- The Right to Deletion of Personal Information
- The Right to not be Discriminated Against Based on Exercising any of the Above Rights

California residents may submit your request to Opt-Out of the Sale of your Personal Information to third parties by:

- Submitting an online request here: **Do Not Sell My Personal Information**
- Clicking the "Do Not Sell My Personal Information" button on our website

California residents may submit a Data Disclosure request by:

- Submitting an online request here: **Data Disclosure Request**
- Submitting a phone request by calling 1-800-333-0333

California residents may submit a Data Deletion request by:

- Submitting an online request here: **Data Deletion Request**
- Submitting a phone request by calling 1-800-333-0333

We will take reasonable steps to verify your identity prior to fulfilling the above requests. For purposes of verifying your identity, we will request that you provide personal information we already have on file including your first and last name, email address, and phone number. We may also request mailing address and, if applicable, your account number, login ID for our websites, and rewards/loyalty number to ensure that we have a verified match.

Authorized Agents may submit requests on behalf of a California resident using the above processes and ensuring the appropriate verification and documentation can be provided.

The following section describes consumer rights submission metrics for requests we received from January 1, 2021 through December 31, 2021 for Company business units (not limited to California residents):

Disclosure Requests	Number of Requests Received	8
	Number of Requests Denied	0
	Number of Days to Resolve Requests (Median)	23
Deletion Requests	Number of Requests Received	114
	Number of Requests Denied	1
	Number of Days to Resolve Requests (Median)	16
Do Not Sell My Personal Information Requests	Number of Requests Received	4152
	Number of Requests Denied	0
	Number of Days to Resolve Requests (Median)	4

Minors:

We do not knowingly share or sell the Personal Information of children under 16 years of age.

Notice of Financial Incentive:

We may provide price discounts, coupons, services, and other perks for members of our loyalty programs. Through these offers, you may provide us with Personal Information depending on how you choose to interact with us when and after you opt-in to our programs. There is no obligation to opt-in, and you may opt-out at any time. The details of the programs are contained in the program offerings. We offer these programs, among other things, to enhance our relationship with you so you can enjoy more of our products/services at a lower price. While we invest in our marketing and brands, consumer data is more valuable to our business when it is combined with a sufficient amount of other consumer data and after it is enhanced by our efforts described in this Privacy Notice. The value to our business of any individual consumer's data is dependent on several factors, including, for example, whether and to what extent you take advantage or opt out of any offerings and whether we are able to enhance the data through our efforts described in this Privacy Notice. While we do not calculate the value of consumer data in our accounting statements, we provide this good faith summary for California residents. To the extent we create overall business value from our programs that could be directly or reasonably related to the value of consumer data, the method for calculating the value would include: a) costs related to maintaining the program including but not limited to IT infrastructure, delivery of offers, and marketing activities to enhance consumer data; b) whether the sales generated by the program exceeds the cost to us of offering the program including value of discounts to consumer; and c) value of the insights we are able to create based upon aggregate data.

Non-Discrimination:

We will not discriminate against you for exercising any of your CCPA Rights and we will not deny you goods or services, charge you a different price, or provide you with a lesser quality of goods or services if you exercise any of our CCPA Rights.

As an additional resource, you may also contact us at **ConsumerRightsRequest@Staples.com** for any additional questions related to the rights granted under the California Consumer Privacy Act (CCPA).

If you are a data controller with a consumer rights request for us, please contact us at **ConsumerRightsRequest@Staples.com**.

Was this article helpful?

Yes

No

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 - 8 pm ET
Sat - Sun, 10 am - 7 pm ET

Call a Staples Expert

1 (800) 333-3330
Mon - Fri, 8 am - 10 pm ET
Sat - Sun, 9 am - 8 pm ET

Customer Service

Help Center

Returns

Shipping

Contact Us

Account Overview

Auto Restock

Store Locator

Warranty

Recalled Items

Legal & Policies

Privacy & Security

Feedback

Company Information

About Staples

Corporate Responsibility

Supplier Diversity

Financial Information

Media Information

Community Relations

Accessibility Commitment

Affiliate Program

CA Transparency in Supply Chain Act

Staples for Business

For Business

Breakroom Solutions

Facility Solutions

Furniture Solutions

Office Products & Services

Print Solutions

Tech Solutions

Contact Staples Business Advantage

Other Staples Sites & Services

Print & Marketing

Promotional Products

Quill.com

Federal Government Customers

Staples Programs

Staples Rewards Overview

Staples Plus

Staples Premium

Careers

Staples Inc

Corporate/Warehouse/Delivery

Retail

Corporate/Warehouse/Print Facility

Retail Stores

Join us on

f

t

p

in

Download our mobile app

Android

Apple

Staples More Account

Account

This website is intended for personal use by US residents only. See our delivery policy for full details. Copyright 1998-2022, Staples, Inc.. All Rights Reserved.

Site Map | Feedback | Privacy Notice | Terms & Conditions | Cookie Preferences | Do Not Sell My Personal Information | California Notice

*By clicking Instacart links, you will leave staples.com and enter the instacart site, which they operate and control. Item prices may vary from in-store prices. Service fees may apply. Available in select zip codes or location.