

# Data Privacy & Visibility

## Summary

BuilderPal gives you full control over who can see your information, your team's information, and the content you share inside the app. This article explains how data visibility works, what stays private, and what becomes public based on the actions you take.

## How It Helps

Understanding data privacy and visibility in BuilderPal helps you protect sensitive business and personal information, build trust with your team and partners, and comply with data protection standards. It empowers you to share only what's necessary while keeping private details secure.

## How It Works

Your Private User Profile contains your name, personal email, password, billing information (if subscribed), and personal settings. This information is 100% private and never visible to other users. It is only shared with third parties as required for service operation (e.g., payment processing) or legal compliance. Only you and authorized BuilderPal support staff can access it when necessary.

Your Team Profile includes business details like company name, trade, business phone, email, location, and optional project information. By default, it's private, but you can make it public by toggling the Public Profile setting, with explicit consent required. You can revert this at any time.

For projects, private projects are visible only to your internal team. Shared projects allow invited contractors to see only the specific project details, files, tasks, and timelines you share—not your other projects, team data, or user profile.

Jobs posted publicly become visible to all BuilderPal users or anyone browsing public jobs, based on your settings. This is the only way information becomes broadly discoverable.

Messages, files, and user content are visible only to you, your team, those you share with, or the public if intentionally posted as such (e.g., job posts).

AI features process only the content you provide directly and do not access private profiles, projects, or communications.

BuilderPal uses trusted third-party partners for payments, emails, analytics, and AI, sharing minimal data without exposing private project details. We never sell your information.

You can delete projects, remove team members, privatize profiles, delete postings, or close your account (with data removal after 30 days per Terms).

## Next Steps

- Review your User and Team Profile settings in the app.
- Check shared projects for appropriate access levels.
- Explore related articles for specific workflows like sharing or posting jobs.

## FAQ

### **Q: Can other users see my personal email or billing details?**

A: No, your User Profile is completely private and inaccessible to others.

### **Q: What happens if I make my Team Profile public?**

A: It becomes discoverable within BuilderPal for business networking, but you must consent, and you can turn it off anytime.

### **Q: Does the AI access my private projects without permission?**

A: No, AI only processes data you submit directly; it doesn't view private content.

### **Q: How do I revoke access to a shared project?**

A: Remove the invited user from the project settings to limit their visibility immediately.

### **Q: What data is shared with third-party partners?**

A: Only minimal, necessary data for functions like payments; private project details are not shared unless you input them.

## Related Articles

- [Edit Team Profile](#)
- [Edit Personal Profile](#)
- [Sharing & Visibility Rules](#)
- [Communication in Bids](#)

## BuilderPal Policies

For complete details on your rights, responsibilities, and how we handle your data and payments, please review our official policies below. These documents were last updated on November 1, 2025.

- [Terms and Conditions](#)

Covers eligibility, account rules, subscriptions, acceptable use, and dispute resolution for all BuilderPal users in the U.S. and Canada.

- **[Pro Plan Refund Policy](#)**

Explains free trials, cancellations, and full or prorated refunds for Month-to-Month and Annual Pro Plans (including tax handling).

- **[Privacy Policy](#)**

Details how we collect, use, share, and protect your User Profile (always private) and Team Profile information, plus your privacy rights under CCPA and PIPEDA.

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