

Exporting or Requesting Your Data

Summary

You always have the right to access, export, or request deletion of your information in BuilderPal. Whether you need a copy of your team data, project details, or billing information, this article explains how that process works.

Common Issues & Fixes

Issue: Needing to export your data.

Cause: Data exports are handled manually for security reasons.

Solution: Email support@builderpal.com with your name, account email, and specific data requested. We will verify your identity and provide the export in a readable format.

Issue: Requesting deletion of your data.

Cause: Account deletion is permanent and affects access to features.

Solution: Email support@builderpal.com to request deletion. We will confirm before proceeding.

Issue: Accessing billing or subscription information.

Cause: Pro users may need records for accounting.

Solution: Email support@builderpal.com for invoices, payment summaries, or subscription details. Refunds follow the Pro Plan Refund Policy.

Issue: Verifying identity for data requests.

Cause: To prevent unauthorized access.

Solution: Provide your email, identity proof, account ownership, or company authorization when requested.

FAQ

Q: What data can I request?

A: You can request a copy of your User Profile information, Team Profile details, project information you created, public job postings you've submitted, billing history (for Pro users), subscription details, and any other data tied to your account that we store. We cannot share data belonging to another company or user.

Q: What happens after account deletion?

A: You lose access to all BuilderPal features, any remaining subscription time ends immediately, your account and content may be fully deleted after 30 days, and some information may be retained if required by law (e.g., transaction records, refunds).

Q: Can I export data belonging to other users?

A: No, if something belongs to another company or user (for example, their internal notes or private project content), we cannot share it.

Q: How is my identity verified for requests?

A: We may require verification of your email, identity, ownership of the account or business, or authorization to act on behalf of the company for Team Profiles.

Q: What format will my data export be in?

A: We prepare the export in a standard, readable format.

When to Contact Support

If you're unsure what to request or what's included, contact us anytime at support@builderpal.com. We're here to help.

Related Articles

- [Edit Personal Profile](#)
- [Edit Team Profile](#)
- [Payment Methods & Invoices](#)
- [Refunds & Guarantees](#)
- [Privacy & Security Overview](#)

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.

Revision #3

Created 5 November 2025 15:39:14 by Gabe

Updated 12 January 2026 21:42:22 by Mikey