

Privacy & Security Overview

Summary

We know your business runs on trust — trust with your team, trust with your subs, and trust with the tools you use every day. BuilderPal is designed to protect that trust by keeping your data secure, private, and always in your control. This article gives a simple overview of how we handle your information, who can see what, and the safeguards we use to keep your account protected.

How It Helps

BuilderPal's privacy and security features help you maintain control over your personal and business data, ensuring compliance with laws, preventing unauthorized access, and building trust with your team and partners. This protects your sensitive information, reduces risks of data breaches, and allows you to focus on your projects without worry.

How It Works

BuilderPal separates your data into two areas:

- **Your User Profile (Private):** This includes personal information tied to your individual account. It is never visible to other users, suppliers, partners, or the general public.
- **Your Team Profile (Business-Level):** Your company information (business name, trade, business phone/email) stays private unless you choose to make it public. If you turn on the “Public Profile” toggle, your Team Profile becomes visible inside the platform to help with B2B connections. You can turn this off at any time.

Visibility depends on the actions you take:

- **Public Jobs:** If you post a job publicly, anyone on BuilderPal can view it.
- **Shared Projects:** If you invite another contractor to a project, they will only see the information you explicitly share.
- **Team Members:** Only your team members can view your internal project information.

BuilderPal uses your information to run your account, keep your team connected, power features inside the app (including AI-powered tools), improve the platform and fix bugs, and meet legal or regulatory requirements. We do not sell your personal data. Some information may be shared with trusted third-party services that help us operate the platform (such as payment processing, sending emails, or providing AI capabilities). Those services only receive what's required for the feature to work.

For AI-powered features:

- Your input may be processed by our AI systems or third-party AI providers.
- AI tools only use your data to generate responses or assist with tasks.
- AI does not access your private project data unless you directly submit it.

All login activity is protected by standard, industry-level security practices. Our team only accesses your account when needed to provide support, fix an issue, or comply with the law.

BuilderPal's Terms and Privacy Policy comply with applicable U.S. and Canadian laws including California Consumer Privacy Act (CCPA), British Columbia's Business Practices and Consumer Protection Act (Bill 4), Canada's PIPEDA requirements, and California Automatic Renewal Law (for subscriptions).

When to Use

Refer to this overview whenever you have questions about data privacy, need to understand visibility settings, are setting up your account, sharing projects, or using AI features. It's especially useful during onboarding, when inviting team members, or if you suspect a security issue.

Next Steps

- Review your account settings to adjust privacy preferences.
- Export or delete your data by contacting support@builderpal.com.
- For more details, see our full Privacy Policy and Terms of Service.

FAQ

Q: Who can access my personal login credentials?

A: Only you can access your login credentials. BuilderPal never shares your personal login details with anyone.

Q: What happens if I enable the Public Profile toggle?

A: Your Team Profile (business name, trade, business phone/email) becomes visible inside the platform to facilitate B2B connections. You can disable it at any time to make it private again.

Q: Does BuilderPal sell my data?

A: No, we do not sell your personal data. Data is only used to operate the platform and shared with trusted third parties as needed for specific features.

Q: How do I report a security issue?

A: If you suspect unauthorized access or notice anything unusual, contact us immediately at support@builderpal.com.

Q: Can I delete my account data?

A: Yes, you can request to export or delete your data at any time by contacting support@builderpal.com. When an account is closed, we may delete the account and its content after 30 days.

Related Articles

- [Exporting or Requesting Your Data](#)
- [Reporting Security Issues](#)
- [Privacy & Security Overview](#)
- [Using the BuilderPal AI Chat](#)

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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