

Reporting Security Issues

Summary

We take security seriously. If something in your account doesn't look right, or if you think you've found a vulnerability, we want to know right away. This article explains how to report issues and what you can expect after contacting us.

Common Issues & Fixes

Issue: Login attempts you don't recognize

Cause: Possible unauthorized access attempts.

Solution: Report immediately to support@builderpal.com with details like time, device, and any other information.

Issue: Password reset emails you didn't request

Cause: Someone may be trying to access your account.

Solution: Do not click links in suspicious emails; change your password and report to support@builderpal.com.

Issue: Missing data or unexpected changes

Cause: Potential breach or unauthorized modifications.

Solution: Contact support@builderpal.com right away, providing screenshots if possible.

Issue: Suspicious messages or activity in your projects

Cause: Possible phishing or malware.

Solution: Avoid interacting with suspicious content and report details to support@builderpal.com.

Issue: A possible security flaw or vulnerability in the app

Cause: System bug or weakness.

Solution: Describe the flaw in detail and email support@builderpal.com.

Issue: Anything that feels unsafe or unusual

Cause: Various potential security concerns.

Solution: Err on the side of caution and report to support@builderpal.com with as much information as possible.

FAQ

Q: How do I report a security issue?

A: Email support@builderpal.com with a description, screenshots or steps to reproduce, your account email, device/browser details, and when you noticed the problem.

Q: What happens after I report an issue?

A: We review it immediately, may ask for more details, investigate, and follow up with the outcome and any actions taken.

Q: How can I keep my account safe?

A: Use a strong unique password, secure your email, don't share credentials, report suspicious activity, and log out on shared devices.

Q: Do you offer rewards for reporting vulnerabilities?

A: Currently, we do not have a bug bounty program or offer financial rewards, but we appreciate responsible reports.

Q: Should I report if I'm not sure it's a security issue?

A: Yes, contact us even if uncertain—we'd rather investigate than miss something important.

When to Contact Support

Reach out immediately for any security concerns at support@builderpal.com. We're here to help keep BuilderPal safe.

Related Articles

- [Getting Started](#)
- [Password & Login Security](#)
- [Privacy & Security Overview](#)
- [Edit Team Profile](#)

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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