

Privacy Policy

Last Updated: November 1, 2025

BuilderPal Inc. ("BuilderPal," "we," "us," or "our"), a U.S.-based company headquartered in Austin, Texas, is committed to safeguarding your privacy. This Privacy Policy outlines how we collect, use, disclose, and protect your information when you use our website, mobile application, and related services (collectively, the "Services"). Our Services provide management and communication tools to connect general contractors, tradespeople, subcontractors, clients, and other construction industry professionals for project management and community building, with a core purpose of facilitating B2B connections.

This Privacy Policy applies to information processed about users, including website visitors, registered users, and clients in the United States and Canada.

This Privacy Policy applies to all of the services offered by us, our <https://www.builderpal.com> website, and our affiliated entities, but excludes services that have separate privacy policies which do not incorporate this Privacy Policy.

This Privacy Policy does not cover the information practices of other companies and organizations who advertise our services, and who may use cookies, web beacons (pixel tags), and other methodologies to serve personalized ads.

By using our Services, you agree to the practices described herein. If you do not agree, please do not use the Services.

1. Information We Collect

We collect information in the following ways:

Definitions

- **User Profile:** A private, individual-level account containing personal or sensitive user details (e.g., individual name, personal email, password, billing information, and usage preferences). This profile remains fully private and is never shared with other users, marketing partners, or third parties, except as required by law or for internal service provision (e.g., fraud detection). Access is limited to the account owner and BuilderPal's authorized personnel.
- **Team Profile:** A business-level profile representing your team, company, or organization (e.g., business name, trade/specialty, verified business contact information such as info@company.com and business phone number, location, and optional project/job details). This Team Profile functions as your Business Profile to facilitate B2B connections and may be shared with other users, designated marketing partners (e.g., suppliers or trade associations), and integrated third-party tools, based on your privacy settings and trade/geographic filters. Sharing occurs only for active accounts and can be paused by hiding the Team Profile or terminating the account. By default, the Team Profile is private and not visible publicly or shareable beyond your explicit consents.

1.1 Team Profile

When you create an account, you may optionally set up a Team Profile—which functions as your Business Profile—to facilitate B2B connections with other businesses, including designated marketing partners. The Team Profile contains only business-related information, including:

- Business Name (e.g., “Doe’s Plumbing”).
- Trade/Specialty (e.g., framer, plumber, electrician).
- Verified Business Contact Information: A business email address (e.g., info@company.com) and phone number, which must be designated for business use only.
Your separate User Profile (personal account details) remains private and is not part of the Team Profile. During Team Profile setup, you must check a box declaring that it contains only business-related information and does not include personal details from your User Profile. We require business-specific contacts and automatically detect and prompt corrections for personal domains or numbers (e.g., “This appears to be a personal email—use a business one?”). By confirming business use and opting into a connection share, you consent to treating all Team Profile details as non-personal for B2B purposes, releasing BuilderPal from liability for privacy claims arising from your inputs. The Team Profile is set to private by default to protect your information. You may toggle an option during setup to make the Team Profile public (e.g., visible in searchable directories or to non-connected users). If selected, the Team Profile information—including any contact details—will be publicly accessible, even if such details could be considered personal information under applicable privacy laws. To confirm this choice, you must check a separate consent checkbox acknowledging the public nature of the information and agreeing to our Terms and Conditions on visibility and sharing. The Team Profile is shared with other businesses and partners only upon your explicit consent during a mutual connection (e.g., accepting a “Connect” request and selecting “Share Profile Details”), as described in Section 3. You cannot participate in public B2B features without agreeing to these sharing terms for the Team Profile. You may adjust the toggle or revoke public status at any time via account settings, though public visibility may persist briefly during de-indexing.

1.2 Information Collected Passively and Automatically

- Usage Data: We track interactions with the Services, including pages visited, features used, and time spent.
- Device and Log Data: We collect IP addresses, browser types, operating systems, device identifiers, and access times.
- Cookies and Tracking Technologies: We use cookies, web beacons, and similar tools to analyze usage and store preferences. You can manage cookies via browser settings or our cookie consent tool (if available).

1.3 Information from Third Parties

- Third-Party Integrations: We may receive data from integrated tools (e.g., payment processors) subject to their privacy policies.

- **Business Partners:** We may receive referral information from partners if you were referred to our Services.

2. How We Use Your Information

We use Team Profile information to:

- Deliver, operate, and improve the Services, including account and project management.
- Facilitate B2B connections with other businesses, including designated marketing partners.
- Process payments and manage subscriptions (e.g., Pro version at USD/CAD \$39.95/month).
- Personalize your experience with tailored content or recommendations.
- Communicate with you about inquiries, updates, or policy changes.
- Enhance security by monitoring for fraud or unauthorized activity.
- Send promotional materials, where permitted (opt-out available for communications).
- Comply with legal obligations, such as tax or regulatory requirements.

3. How We Share Your Information

We may share Team Profile information as follows:

- **Service Providers:** Third-party vendors (e.g., payment processors, hosting providers) process data on our behalf under strict confidentiality agreements.
- **Within the Services:** Team Profile details may be shared with other users (e.g., contractors or clients) based on your settings to facilitate project collaboration.
- **Business Transfers:** Information may be transferred during a merger, acquisition, or asset sale, subject to applicable laws.
- **Legal Obligations:** We may disclose data to comply with court orders, subpoenas, or to protect our rights and safety.
- **With Consent:** We may share data for other purposes with your explicit permission.
- **Designated Marketing Partners (B2B Sharing):** BuilderPal's Services facilitate B2B connections by sharing your Team Profile information—which functions as your Business Profile—(business name, trade, verified business email, and phone number) with designated marketing partners, such as suppliers, trade associations, or other industry-related entities. These partners may access this information based on specific geographical regions (e.g., state/province, city, or region) and the estimated customer base in those regions, aligned with construction occupation tags (e.g., a lumber supplier may access profiles of framers or trades using lumber). This sharing is a core purpose of the Team Profile, enabling contractor businesses to connect with relevant industry partners for products, services, or business opportunities. Sharing with partners occurs only via explicit connection opt-in, where you review and approve specific details (e.g., "Share email with this partner?"). Partners must agree to our data use terms, limiting their access to

collaboration needs. Even if personal details are included, your opt-in consent covers the disclosure as a business purpose. During account creation, you must check a box declaring that your Team Profile contains only business-related information, and we require a business-specific email and phone number (e.g., info@company.com, not john.doe@gmail.com). We automatically prompt corrections if a personal email domain (e.g., gmail.com) is detected. By default, no sharing occurs with marketing partners or publicly. Access is granted solely when you accept a connection and select "Share" for specific details, creating a record of your intent. Revoking a connection will automatically cease sharing with that party. You may manage the visibility of certain optional Team Profile details through your account settings, but core information (business name, trade, and verified contact details) remains accessible to partners to enable B2B connections upon opt-in. This applies to both free and Pro subscription users (\$39.95/month for additional features). We ensure that such sharing complies with applicable privacy laws, including the California Consumer Privacy Act (CCPA) for U.S. users and Canada's Personal Information Protection and Electronic Documents Act (PIPEDA) for Canada users. Note: Your User Profile is never shared for marketing or B2B purposes.

- Successors. If we sell or otherwise transfer part or all of our business or assets to another organization, such as in the course of an acquisition, merger, bankruptcy or liquidation, we may transfer your Personal Information and Usage Data. In such an event, we will require the buyer or transferee to agree to our commitments provided in this Privacy Policy.

4. Cookies and Tracking Technologies

We use cookies and similar technologies to:

- Enable core functionality (e.g., maintaining login sessions).
 - Analyze usage trends.
 - Store preferences (e.g., language settings).
- You can manage cookies via browser settings or opt out of non-essential cookies. Disabling cookies may impact Service functionality.

5. Your Privacy Rights

Depending on your location you may have rights under laws like the California Consumer Privacy Act (CCPA) and Nevada Law for U.S. users or Canada's Personal Information Protection and Electronic Documents Act (PIPEDA) for Canada users, including:

- Access: Request details about the information we hold.
- Correction: Update inaccurate or incomplete data.
- Deletion: Request deletion, subject to legal or contractual obligations.
- Opt-Out of Marketing Communications: Unsubscribe from marketing communications from us or our designated marketing partners via email links or by contacting us. Note that opting out of marketing communications does not prevent the sharing of your Team Profile with designated marketing partners upon your explicit opt-in, which is a core purpose of the Team Profile and occurs only with your consent.

- **CCPA-Specific Rights (U.S. Residents in California):** Under the CCPA, you have the right to know about and, in some cases, opt out of the sale of personal information. BuilderPal does not sell your personal information but shares Team Profile information (business name, trade, verified business email, and phone number), which you declare to be non-personal via a mandatory checkbox during account creation, to facilitate B2B connections. This sharing may qualify as a business purpose under CCPA. You may opt out of Team Profile sharing by hiding your profile or terminating your account, as described in Section 8 of our Terms and Conditions. California residents may also contact us at support@builderpal.com to request additional options for managing Team Profile sharing under CCPA, such as hiding from marketing partners.
- **PIPEDA-Specific Rights (Canada Residents):** Under PIPEDA, business contact information (e.g., business email, phone number) is excluded from the definition of personal information when used solely for professional purposes. You have the right to access, correct, or challenge our data practices. Contact support@builderpal.com to exercise these rights, and we will respond within 30 days.
- **Non-Discrimination:** Exercise your rights without penalty.
- **Profile Management:** You can hide or delete your Team Profile at any time via account settings, stopping all sharing while keeping your User Profile intact and private. Toggle public visibility on or off during setup or edits; selecting "Public" requires checkbox consent as described in Section 1.1. For connections, manage shared details granularly and revoke access to cease sharing with specific parties, including third-party partners. If you believe personal information was erroneously included in your Team Profile, contact support@builderpal.com immediately for review and removal. BuilderPal will investigate and remediate within 45 days (per CCPA) or 30 days (per PIPEDA), at no cost. To exercise these rights, email support@builderpal.com. We may verify your identity and respond within applicable legal timeframes (e.g., 45 days under CCPA or 30 days under PIPEDA). For complaints, contact the appropriate authority:
- Under Nevada law, Nevada residents may opt out of the sale of certain "covered information" collected by operators of websites or online services. We currently do not sell covered information, as "sale" is defined by such law, and we don't have plans to sell this information.
- **United States:** Federal Trade Commission (FTC) at www.ftc.gov.
- **Canada:** Office of the Privacy Commissioner at www.priv.gc.ca.

6. Children's Privacy

Our Services are not intended for individuals under 19 years old. We do not knowingly collect data from children under 19. If you believe we have such data, contact us at support@builderpal.com, and we will promptly delete it.

7. Third-Party Services

The Services may link to or integrate with third-party platforms (e.g., payment processors). These platforms have their own privacy policies, and we are not responsible for their practices. Review their policies before sharing data.

8. Data Security

We use industry-standard measures (e.g., encryption, access controls) to protect your data. However, no system is fully secure. You are responsible for safeguarding your account credentials. BuilderPal implements automated and manual reviews to flag potential personal data in Team Profiles, but ultimate accuracy depends on your inputs. You agree to indemnify BuilderPal against claims arising from inaccurate declarations. We audit connection logs quarterly for compliance.

9. Data Retention

We retain Team Profile information only as long as needed for the purposes outlined herein:

- Active account data is kept while your account is active and for a reasonable period post-deletion for legal compliance.
- Usage data may be anonymized for analytics.
Data no longer needed is securely deleted or anonymized.

10. International Data Transfers

As a U.S.-based company operating globally, we may transfer data to countries like Canada or others, subject to their laws. We ensure compliance with U.S. and Canadian privacy laws and use safeguards (e.g., contractual agreements) for such transfers.

11. Changes to This Privacy Policy

We may update this policy to reflect changes in practices or laws. Material changes will be posted on our website or Services at least 30 days before taking effect. Continued use of the Services after updates indicates your acceptance.

12. Contact Us

For questions or privacy concerns, contact:

BuilderPal Inc.

1234 Construction Lane, Austin, TX 78701, USA

Email: support@builderpal.com

Phone: (512) 555-1234

For complaints, contact the appropriate authority:

- United States: Federal Trade Commission (FTC) at www.ftc.gov
- Canada: Office of the Privacy Commissioner at www.priv.gc.ca

By using the Services, you acknowledge that you have read and understood this Privacy Policy.