



Build Better
COMPARE QUOTES FROM TRUSTED BUILDERS

Privacy Policy

Build Better Group Limited

Last Updated: 18/05/2026

Build Better Group Limited (“Build Better”, “we”, “us”, or “our”) operates the website **buildbetter.co.nz**.

We respect your privacy and are committed to protecting your personal information in accordance with the **New Zealand Privacy Act 2020**.

This Privacy Policy explains how we collect, use, store, and share personal information when you use the Build Better platform.

1. Information We Collect

We may collect personal information when you:

- submit a building project request
- contact builders through the platform
- contact us directly
- browse or use our website.

The types of information we may collect include:

Contact Information

- name
- email address
- phone number

Project Information

- property location
- building plans or documents
- project budget

- house size and project details
- general project information

Technical Information

- IP address
 - browser type
 - device information
 - pages visited on our website.
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2. How We Collect Information

We collect personal information in the following ways:

- when you submit a project enquiry
 - when you upload documents or plans
 - when you communicate with us
 - through website cookies and analytics tools.
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3. Purpose of Collecting Information

We collect personal information to:

- connect homeowners with builders
 - allow builders to provide project quotes
 - communicate with users about enquiries
 - improve the Build Better platform
 - maintain website security and functionality.
 - allow Build Better representatives to view & photograph the build site address as part of internal checks to see if the selected builder is due to pay any commission to Build Better.
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4. Sharing Information with Builders

When you submit a project request, relevant information about your project may be shared with selected builders so they can:

- review your project
- contact you
- provide quotes for your build.

This may include:

- your name
- contact details
- project location
- project details
- uploaded plans or documents.

Builders are independent businesses and are responsible for their own use of your information once it is shared.

5. Cookies and Analytics

Our website may use cookies and analytics tools to understand how visitors use the platform.

These tools may collect information such as:

- pages viewed
- time spent on the site
- device and browser information.

This information helps us improve website functionality and user experience.

Users can disable cookies in their browser settings if they prefer.

6. Storage and Security of Information

We take reasonable steps to protect personal information from:

- loss
- unauthorised access
- misuse
- disclosure.

Personal information may be stored on secure servers or cloud platforms used to operate the Build Better website.

However, no internet transmission or storage system can be guaranteed to be completely secure.

7. Retention of Information

We retain personal information only for as long as necessary to:

- provide our services
- comply with legal obligations
- resolve disputes.

Project enquiries and associated information may be retained for platform record-keeping and service improvement purposes.

8. Access and Correction

Under the New Zealand Privacy Act, you have the right to:

- request access to personal information we hold about you
- request correction of inaccurate information.

Requests can be made by contacting us using the details below.

We will respond within a reasonable timeframe.

9. Overseas Disclosure

Some service providers used to operate the Build Better platform may store or process information outside New Zealand.

Where this occurs, we take reasonable steps to ensure that personal information remains protected in accordance with New Zealand privacy standards.

10. Third-Party Websites

The Build Better platform may contain links to third-party websites, including builder websites.

We are not responsible for the privacy practices or content of those websites.

11. Changes to this Privacy Policy

Build Better may update this Privacy Policy from time to time.

The latest version will always be available on the Build Better website.

Continued use of the platform indicates acceptance of the updated policy.

12. Contact Us

If you have questions about this Privacy Policy or wish to request access to your personal information, please contact:

Build Better
0800 633 738
info@buildbetter.co.nz
www.buildbetter.co.nz