

## PRIVACY POLICY AND NOTICE (Revised 04/30/2026)

PJM Interconnection, LLC and its affiliated entities (“PJM” or “we”/“us” or “our”) may offer mobile applications (the “Apps”) which visitors who are registered (“visitors” or “you” or “your”) may use to access information about us and, in some cases, communicate with us. The Apps are provided solely for the convenience of visitors and may be withdrawn by us at any time without notice.

PJM respects the privacy concerns of all visitors using the Apps and this Privacy Policy and Notice (the “Apps Policy”) describes the types of personal information or personally identifiable information or personal data (“Personal Information” as defined herein) that the Apps may routinely collect, how we may use that Personal Information and with whom we may share it and how long we will retain it. This Apps Policy also describes the steps that we intend take to safeguard and protect that Personal Information from unauthorized use and disclosure. In addition, the Policy is intended to tell you how you can request: (i) the cancellation of your registration, (ii) the deletion of your Personal Information stored in the Apps, (iii) the withdrawal of your consent to receive certain types of communications from us using your Personal Information, (iv) answers to your questions about our privacy practices for the Apps, and (v) how we may change them over time.

**This Apps Policy is different than the Privacy Policy and Notice posted on the PJM website at [Privacy Policy & Notice](#) which governs the collection, storage and use of your Personal Information on our website.**

The Apps are intended solely for use in the United States and this Apps Policy is intended to comply with all applicable federal and state laws of the United States (“Laws”). To the extent that those Laws require any treatment of your Personal Information that is more rigorous than that provided in this Apps Policy, this Apps Policy shall be automatically amended to conform to the minimum requirements of such Laws.

By using our Apps you consent to our use of your Personal Information as provided herein, including to send communications to you about us and the services that we offer or propose to offer in the future. You should discontinue use of our Apps if you do not agree to such use of your Personal Information.

**This Apps Policy is not a contract between you and us and does not create any contractual rights or obligations.**

The Apps may link to third-party websites, online services, or mobile applications of third parties and/or contain advertisements from third parties that are not affiliated with us and which may link to other websites, services, or applications. Accordingly, we do not make any representations or give any warranties regarding any such third-party offerings, and we will not be liable, in any event, for any loss or damage caused by the use of such third-party websites, services, or applications. Furthermore, the inclusion of a link to a third-party website, service, or application does not imply any endorsement by us. We cannot guarantee the safety and privacy of Personal Information that you provide to any third parties. Any Personal Information collected by third parties is not covered by this Apps Policy. You should review the policies of such third parties and contact them directly to respond to any questions that you may have.

## This Policy is divided into several parts:

### 1 | What is Personal Information?

- Personal Information, also known as “Personal Information” and “Personally Identifiable Information” (“PII”), is defined differently in various Laws. “Personal Information” is generally defined as any information that is linked or reasonably linkable to an identified or identifiable person. Personal Information generally includes names, email addresses, telephone numbers, device information, browsing history, photos and videos, geographic location data (including GPS tracking information) and certain biometric data.
- Personal Information does not generally include de-identified data or publicly available information about you.
- Sensitive personal information (SPI) includes data like financial information and medical records and the Laws require strict protection of SPI. You should never share such SPI with PJM using the Apps or otherwise.

### 2 | What Personal Information do we routinely collect?

We may obtain Personal Information in connection with your use of the Apps.

The types of Personal Information we may obtain include:

- Username, password and other credentials used to access the Apps
- Names, email addresses and telephone numbers, device information, browsing history, photos and videos
- The geographic location of your mobile device (including GPS tracking information)
- Information provided in response to requests from the Apps
- Social media handles, content and other data posted on our official social media pages or elsewhere on the Internet (such as other public locations), and information (such as email address and other information you allow to be shared) we obtain from social media apps, tools, widgets and plug-ins (including third-party login services such as "Login with Facebook"). The Personal Information we receive may vary depending on the social media provider concerned, but will often include your name, email address, friends list, and profile picture, as well as other information you choose to make public on such a social media platform.
- Information provided by you or that we obtain in connection with third party platforms which you use to interact with us, such as instant messaging and communication platforms. This includes: (i) the content of messages you send; (ii) the content of our replies (e.g., providing requested information); and (iii) metadata linked to those messages (such as a conversation or user ID), but only to the extent an identifiable person can be linked to such information
- Other Personal Information that you may voluntarily provide to us
- We do not collect SPI or biometric information (except from employees)

In addition, when you use the Apps, or interact with PJM-related tools, widgets or plug-ins, we may collect certain information by automated means, such as cookies and web beacons. The information we collect in this manner includes IP address, unique device identifier, browser characteristics, device characteristics, operating system, language preferences, referring URLs, information on actions taken, and dates and times of activity.

As part of the Apps and, in order to provide you with customizable services, we use cookies and other online tracking technologies to store and sometimes track information, including Personal Information, about you. **You may want to refrain from using the Apps if you do not want us to collect such Personal Information.**

We may use these technologies to:

- provide you with personalized content based on your use of the Apps
- enable you to more easily use our Apps by remembering and using contact information, purchasing information, and registration information
- evaluate, monitor and analyze the use of our Apps and its traffic patterns to help improve our site and services
- assist us with reporting functions such as learning which displays of information are bringing the most users to our Apps

Our Apps may use the following types of technologies: cookies, web beacons and log files.

**Cookies.** A cookie is a small amount of data that is sent to your browser from a web server and stored on your computer's hard drive. Cookies enable us to identify your browser as a unique user. Cookies may involve the transmission of information from us to you and from you to us. Cookies may also be used by another party on our behalf to transfer information to us in accordance with their privacy statement.

Our Apps may offer you the option of accepting or "de-selecting" certain cookies on our Apps and saving their preferences. Of course, you cannot de-select "necessary cookies" and if you de-select others it may make certain functions or features of the Apps unavailable or less accessible.

When you save your cookie preferences on our Apps, it may not automatically remember the settings for the next visit. Cookies are temporary files that may only last until your browser session is closed. You may have to confirm your preferences each time that you visit our Apps.

**Web beacons.** We may also employ a software technology called clear GIF Graphics Interchange Format, also known as a pixel tag or web beacon. You cannot disable web beacons.

**Log Files.** Like most standard applications, our Apps use log files. Log files track Internet protocol (IP) addresses, browser type, Internet service provider (ISP), referring/exit pages, platform type, date/time stamp, and number of clicks. You cannot disable log files.

The providers of third-party apps, tools, widgets and plug-ins on our websites and apps, such as Facebook "Like" button, also may use automated means to collect information regarding your interactions with these features. This information is subject to the privacy policies or notices of these providers and is outside the scope of this Policy.

### 3 | How do we use the Personal Information that we collect?

We may use the Personal Information that we collect in a variety of ways consistent with then-current, applicable Laws. These include:

- to communicate with you

- to provide information to you about PJM and affiliated businesses and programs offered from time-to-time by us or our affiliates
- to operate, evaluate and improve our applications and the services which we offer or may offer
- to perform data analyses (including market and search and analytics, trend analysis and profiling, financial analysis and anonymization of Personal Information)
- to comply with applicable legal requirements and our policies, including compliance with valid requests for information by government authorities.

Our Apps are not able to respond to "do not track" requests from your browser.

#### 4 | How do we share Personal Information with others?

**We do not sell or otherwise share Personal Information about you, except as described in this Privacy Notice. You should discontinue using the Apps if you do not want us to share your Personal Information as provided in this Apps Policy.**

To deliver our Apps, we share Personal Information with third parties who need it to perform services on our behalf based on our instructions, including third-party software providers that support the Apps. These third parties are not authorized by us to use or disclose the Personal Information except as necessary to perform services on our behalf or comply with legal requirements. Some Laws may treat these information exchanges as "sales."

We engage certain trusted third parties to perform functions and provide services to us, including error monitoring, debugging, performance monitoring, payment processing, customer relationship, database storage and management, and direct marketing campaigns. We may share your Personal Information with these third parties, but only to the extent necessary to perform these functions and provide such services. We also require these third parties to maintain the privacy and security of the Personal Information they process on our behalf.

Personal Information collected through third-party apps, tools, widgets and plug-ins (such as information obtained through third-party login services or relating to your use of a Facebook "Like" button) is collected directly by the providers of these features. This information is subject to the privacy policies of the providers of these features, and we are not responsible for those providers' information practices.

We reserve the right to share your Personal Information during the course of accounting, audits and corporate transactions, including the sale of assets of PJM subject to non-disclosure agreements.

We also may disclose Personal Information about you (i) if we are required to do so by law, regulation or legal process (such as a court order or subpoena), (ii) in response to requests by government agencies, such as law enforcement authorities, or (iii) when we believe disclosure is necessary or appropriate to prevent physical harm or financial loss or in connection with an investigation of suspected or actual illegal activity. We reserve the right to transfer any information we have about you in the event we sell or transfer all or a portion of our business or assets (including in the event of a reorganization, dissolution or liquidation).

#### 5 | How do we protect the Personal Information that we collect?

We maintain administrative, technical and physical safeguards designed to protect the Personal Information you provide against accidental, unlawful or unauthorized destruction, loss, alteration, access, disclosure or use. We take

steps to limit access to our facilities and vehicles to authorized individuals and limit access to information systems that store non-public information, including Personal Information.

#### 6 | How do we restrict data transfers that may include your Personal Information?

We do not knowingly transfer the Personal Information that we collect about you to countries outside of the United States unless you authorize us to do so.

#### 7 | How long do we retain the Personal Information that we collect?

We will retain your Personal Information only as long as we need it for the purpose or purposes for which it was collected or for such other uses as arise thereafter consistent with then-current applicable Laws.

#### 8 | How can you access, correct or delete your Personal Information from our records?

Subject to requirements and limitations of applicable Laws, (i) you may cancel your registration for our Apps at any time, (ii) you may obtain a copy of certain Personal Information we maintain about you in our Apps or update or correct inaccuracies in your registration, (iii) you may request that we delete Personal Information that we have collected about you, or (iv) you may have the right to obtain access to Personal Information we maintain about you by contacting us as indicated in the "How To Contact Us" section of this Privacy Notice. To help protect your privacy and maintain security, we will take steps to verify your identity and/or may ask you to provide other details before complying with any request. In addition, if you believe that Personal Information that we maintain about you is inaccurate, subject to requirements and limitations of applicable Laws, you may have the right to request that we correct or amend the information by contacting us as indicated below. You may have certain other privacy-related rights as described in jurisdiction-specific Laws. The deletion of certain of your Personal Information may affect your ability to use the Apps or certain features of the Apps or cause the automatic cancellation of your registration.

#### 9 | How to contact us (with questions concerning your Personal Information or our privacy practices)

If you wish to: (i) obtain a copy of certain Personal Information we maintain about you or update or correct inaccuracies in that information, (ii) request that we delete Personal Information that we have collected about you, or (iii) change your consents regarding your Personal Information and your receipt of communications from us, (iv) obtain access to Personal Information about you in our possession, or (v) obtain answers to any other questions that you may have about your Personal Information:

- a) You may write to PJM at the following address:

PJM Interconnection, LLC  
2750 Monroe Boulevard  
Audubon, PA 19403

Attention: Privacy Compliance Leader

- b) You may contact PJM's Privacy Compliance Leader by addressing your request or question in an e-mail sent as follows: [privacy@pjm.com](mailto:privacy@pjm.com)
- c) You may call PJM's Privacy Compliance Leader at the following **toll-free number**: 866.400.8980.

#### 10 | Personal Information of Minors

We do not knowingly collect Personal Information from persons under the age of 13 or permit them to use our Apps. If you believe anyone under age 13 has used our Apps, please contact us as indicated in the "How to Contact Us" section of this Privacy Notice and we will immediately delete it.

**11 |** How can I determine whether the jurisdiction where I work or live has enacted Laws affecting my rights in my Personal Information?

A current summary of Laws currently enacted in the United States can be accessed at <https://www.pjm.com/about-pjm/legal/privacy-policy-annex-a>. You may check this information to see whether you are protected by these Laws. We will attempt to update this summary as laws change but you should always check the privacy laws in the jurisdiction in which you reside or work to learn of any changes.

**12 |** How will we update this Policy to reflect our changing privacy practices?

This Policy may be updated periodically and without prior notice to you to reflect changes in our privacy practices applicable to the Apps. We will post a notice on the PJM website to notify you of any significant changes to our Policy and indicate at the top of the notice when it was most recently updated.