

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

PJM Interconnection, LLC (“PJM” or “we”/“us” or “our”) maintains this website (the “Website”) solely for the convenience of visitors (“you” or “your”) and respects the privacy concerns of all visitors to this Website. This Privacy Policy and Notice (the “Policy”) describes the types of personal information or personally identifiable information or personal data (“Personal Information” as defined herein) that the Website routinely collects, how we may use that Personal Information and with whom we may share it. The Policy also describes the steps that we 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) access or changes to your Personal Information in our records; (ii) withdraw consent that you previously provided to us regarding your Personal Information; (iii) cease sending you certain types of communications; (iv) answers to your questions about our privacy practices; and (v) how we may change them over time.

At the outset, we note that many states of these United States and other countries (like the United Kingdom and Switzerland) and groups of countries (like the European Union) have enacted laws, regulations and rules (“Laws”) which refer or relate to privacy and which may affect your rights regarding your Personal Information under certain circumstances. For more information on which of these laws may apply to you, please see:

<https://www.pjm.com/about-pjm/legal/privacy-policy-annex-a>.

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

By using our Website 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 Website if you do not agree to such use of your Personal Information.

There may be links on our websites to the websites of third parties. We do not control or have any responsibility for those websites. Please refer to the privacy policies of such third-party websites to determine what protections they afford your Personal Information.

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 the 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.

Sensitive personal information (SPI) includes data like financial information and medical records and the law requires strict protection. You should never share such SPI with PJM.

2 | What Personal Information do we routinely collect?

We may obtain Personal Information (such as your name and contact details) in connection with your use of the Website and other PJM websites.

The types of Personal Information we may obtain include:

- Names, email addresses and telephone numbers of visitors and others to whom we are asked to send information
- Information provided in response to customer surveys
- Username, password and other credentials used to access PJM websites
- 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 through PJM-related social media apps, tools, widgets and plug-ins (including third-party login services such as "Login with Facebook")
- 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
- The geographic location of your mobile device (including GPS tracking information) if you use certain features of our apps
- Other Personal Information that you may provide to us to obtain additional information about PJM
- We do not collect SPI or biometric information (except from employees)

In addition, when you visit our Website, 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 our website 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.

We may use these technologies to:

- Provide you with personalized content based on your use of our site
- Enable you to more easily use our site by remembering and using contact information, purchasing information, and registration information
- Evaluate, monitor and analyze the use of our site 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 website

The types of technologies we use include 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 website may offer you the option of accepting or "de-selecting" certain cookies on our website 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 website unavailable or less accessible.

When you save your cookie preferences on our website, 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 website

Web beacons. We may also employ a software technology called clear GIF Graphics Interchange Format, also known as a pixel tag or web beacon. A clear GIF is a line of code that we place on our website or in e-mails which allows us to analyze our advertising and the general usage patterns of visitors to our website. These help us better manage content on our website by informing us as to what content or promotions are more or less effective. Unless you consent, we do not collect personally identifiable information from you through the use of web beacons. You may not disable web beacons.

Log Files. Like most standard websites, the Website uses 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. We utilize this information to analyze trends, administer the site, prevent fraud, track website navigation in the aggregate, and gather broad demographic information for aggregate use. You may not 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 applicable Laws. These include:

- 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 business
- 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 website is not designed 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 Website if you do not want us to share your Personal Information as provided in this Policy.

To perform our services, 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 Website. 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 we collected it 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 obtain a copy of certain Personal Information we maintain about you or update or correct inaccuracies in that information through your PJM.com account on PJM.com, (ii) you may request that we delete Personal Information that we have collected about you, or (iii) 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 granting you access to the information. 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 addenda to this Privacy Notice. The deletion of certain of your Personal Information may affect your ability to communicate with PJM, to receive certain information or benefits from PJM and, in certain cases, to conduct business or obtain or continue employment with PJM.

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; (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
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. If you believe anyone under age 13 has provided Personal Information to us, 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 and certain foreign countries is set out in <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. We will post a notice on our websites to notify you of any significant changes to our Policy and indicate at the top of the notice when it was most recently updated.