

## PJM Security Protocols for Membership Management Community

PJM takes steps to safeguard the integrity and confidentiality of PJM's systems as well as certain proprietary and confidential data and derivations from such data. PJM employs a variety of security techniques, including but not limited to strong authentication including multi-factor authentication, role-based access controls, and strong encryption for connections to PJM's systems. These controls promote secure and authorized access to PJM's systems and data.

With respect to the enhanced Know Your Customer effort, PJM is utilizing its Membership Management Community on the Salesforce Platform for collection of Principal information. Details on the security measures related to the Membership Management Community are as follows:

- PJM's Membership Management Community uses Salesforce as its backend infrastructure. Salesforce maintains a comprehensive set of compliance certifications, including SOC2.
- PJM Members login to the Membership Management Community with credentials from PJM's Single Sign-On, which includes strong passwords and two-step verification. The details of PJM's Single Sign-On password and two-step verification are available at [PJM Security](#).
- In addition to Salesforce's default security feature of encrypting data in transit, PJM has enabled [Salesforce Shield Platform Encryption](#) to encrypt sensitive data at rest due to the sensitive nature of the information. PJM also uses the Bring Your Own Key (BYOK) service to use PJM's own key material for additional security. These encryption at rest controls are applied to sensitive information such as
  - All files submitted anywhere on the community
  - PII data fields
- A limited number of specified PJM personnel have access to the PII data.
- PJM performs comprehensive background checks for all PJM personnel in accordance with NERC's protocol.
- PJM monitors for security events and access to PJM's Membership Management Community using our centralized Security Information and Event Management (SIEM) solution.
- Salesforce conducts yearly penetration testing and vulnerability assessments as part of their adherence to the SOC2 Compliance. In addition, PJM performs yearly penetration testing and vulnerability assessments of its Single Sign-On Infrastructure.
- The PII details submitted will be deleted once the KYC process is completed.