



Karen M. Sanzaro

Counsel

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Related Services

Privacy, Cyber & Data Strategy ■ Technology ■ Health Care ■ Global Sourcing ■ HIPAA/Health Information Privacy, Security & Breach Response ■ Consumer Financial Services ■ Retail

As counsel in the Technology & Privacy Group, Karen's practice focuses on complex outsourcing and technology transactions and privacy counseling.

Karen represents customers in the planning and execution of complex outsourcing initiatives, including IT, HR, business process and facilities management. She represents clients in a wide range of industries, including retail, financial services, health care, manufacturing and energy, and has been recognized as one of America's leading lawyers in outsourcing in Chambers USA.

Karen also regularly counsels clients on a variety of privacy and cybersecurity matters and is a member of the firm's Privacy & Security Task Force. Karen's privacy practice includes assisting clients with ongoing privacy and data security compliance initiatives, as well as advising clients on structuring and managing risks associated with transactions involving the collection and use of data. She also assists clients in connection with cybersecurity breach response and mitigation activities.

At the intersection of data privacy and outsourcing, Karen frequently advises clients in technology transactions involving the collection, use or transfer of data. Karen also regularly advises health care clients in the procurement of information technology and related services, including electronic health records, health information exchanges, group purchasing arrangements and data analytics solutions and services.

Representative Experience

Outsourcing

- Represented Fortune 200 insurance company in a comprehensive renegotiation involving the consolidation of multiple ITO and BPO service streams to a single vendor charged with transforming the disparate services into a managed service environment.
- Represented Fortune 100 financial services company in the strategic renegotiation of its IT outsourcing transaction.
- Represented energy client in the renegotiation of an enterprise-wide facilities management outsourcing transaction involving a facilities portfolio of over 8.5 million square feet.
- Represented luxury retailer in information technology and applications, and development and maintenance outsourcing transactions, involving two vendors and offshore components.

- Represented Fortune 100 financial services company (with one of the country's largest real estate portfolios) in its U.S. facilities management outsourcing transaction, with services provided by four global facilities management companies.
- Represented leading global entertainment provider in several strategic outsourcing matters, including customer relations, finance and accounting, and facilities management (with over 3,000 facilities).

Privacy

- Representing national insurance company in connection with comprehensive privacy review and compliance initiative.
- Representing international data storage provider in privacy compliance review and U.S.-EU Safe Harbor certification.
- Advising Fortune 100 retail client regarding card brand liability mitigation in connection with data breach.

Health Information Technology/Systems Implementation

- Represented regional health care provider in the structure and negotiation of a private health information exchange.
- Represented health care provider in the procurement of electronic health record solution and related services.
- Represented health care provider in the negotiation of group purchasing and related services.
- Represented energy client in a large-scale, complex SAP procurement and implementation transaction.
- Represented luxury retailer in the structure and negotiation of strategic systems implementation involving multiple service providers.

Professional & Community Engagement

- 2014 *Corporate INTL Magazine* Global Award: Outsourcing Attorney of the Year in Washington, DC
- Listed as "Leading Lawyer," *Chambers Global* (National: Outsourcing USA section), 2012-2013
- Ranked in *Chambers USA*, National: Outsourcing, 2008-2012

Education

- Georgetown University (J.D., 1997)
- The University of North Carolina at Chapel Hill (B.A., 1991)

Admitted to Practice

- District of Columbia
- Georgia
- Maryland