WIGGIN
WIGGIN AND DANA



Mark W. Heaphy

PARTNER

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Mark chairs the firm's Outsourcing and Technology Practice Group as well as its India practice, where he leads a broad-based, supplier-focused team of experienced professionals representing a diverse group of global providers of technology and services related to outsourcing, software, digital transformation, automation, E-commerce, data analytics and the cloud.

Mark has decades of experience advising on all aspects of sourcing and procurement, from initial RFP through implementation, go-live and beyond. Global service providers rely on Mark's expertise to help them structure, negotiate and document domestic, near-shore and off-shore outsourcing strategies in North and South America, Europe, Asia, the Middle East and Africa.

Mark leads negotiation teams and leverages deep market knowledge to advise clients on developing competitive contracting processes and legal positions. He has worked on hundreds of sole-sourced and competitively bid transactions, including BPO, ITO, digital transformation, data analytics, robotic process automation, cloud migration, SAAS, E-commerce, blockchain, social media platforms, software development, licensing, joint ventures, strategic alliances and cross-border technology transfers. Mark also has extensive experience helping clients navigate data privacy laws, implement data-security best practices and structure privacy compliance programs. He regularly serves as a trusted advisor to client crisis management teams responding to adverse cybersecurity incidents, including hackers, internal and external security breaches and other immediate threats to the confidentiality, integrity and availability of proprietary data.

Mark is widely acknowledged as one of the leading global experts for supplier-side representation in sourcing and technology transactions. He is regularly ranked among the best in the industry by clients, peers and organizations such as *Chambers*, *The Legal 500* and *Best Lawyers in America*. He frequently lectures on outsourcing, licensing, and privacy issues and has served as an adjunct, law-school professor teaching courses on intellectual property, computer law, and the law of cyberspace. He recently had "Outsourcing Agreements: A Practical Guide, Second Edition" published by Edward Elgar Publishing, an updated edition that delivers actionable insights for negotiating, drafting, and managing outsourcing contracts and serves as an essential resource for legal professionals, procurement teams, and business leaders navigating complex service relationships.

Mark is an active member of the National Federation of the Blind, the largest nationwide organization of blind people and a leading support and advocacy group on issues affecting blind people in the workplace and throughout society. He is also a proud, five-time graduate of The Seeing Eye, where he trained with his current guide, a yellow lab named Sparky. Mark frequently speaks with young people, students and other lawyers about adaptive technology, guide dogs and other topics related to blindness in the modern world.

Mark earned his J.D. from the University of Virginia School of Law, his M.A. in International Relations from Yale University, and a B.A. Phi Beta Kappa in Philosophy and International Relations from the College of William and Mary.

Education

- University of Virginia School of Law (J.D., 1996)
- Yale University (M.A., 1993)
- College of William & Mary (B.A., 1990)
    - Phi Beta Kappa

Bar Admissions

- Connecticut
- New York

Memberships and Affiliations

- American Bar Association
    - International Law and Practice Section
    - Intellectual Property Law Section
    - Science and Technology Section
- Connecticut Bar Association
- International Association of Privacy Professionals (IAPP)

Publications

July 21, 2026
Chambers Global Practice Guide: Doing Business In 2026: USA – Massachusetts
Chambers Global Practice Guide: Doing Business In 2026

October 23, 2025
Outsourcing Lawyers George Kimball and Mark Heaphy's book "Outsourcing Agreements: A Practical Guide, Second Edition" was published by Edward Elgar Publishing.
Edward Elgar Publishing

December 22, 2022
Partners Mark Heaphy and Tamia Simonis Published in Thomson Reuters Practical Law on Outsourcing in the United States
Thomson Reuters

May 17, 2022
Connecticut Governor Ned Lamont Signed the Connecticut Data Privacy Act (CTDPA)

May 20, 2020
Wiggin and Dana Partner Mark Heaphy Published in Thomson Reuters
Thomson Reuters

February 11, 2020
Outsourcing 2019: USA Chapter
International Comparative Legal Guides (ICLG)

August 1, 2017
Outsourcing 2017: USA Chapter
The International Comparative Legal Guide (ICLG); 2nd Edition

July 1, 2017
Outsourcing: United States Overview
Practical Law - Thomson Reuters

July 1, 2017
Transferring Employees on an Outsourcing in the United States: Overview
Practical Law - Thomson Reuters

August 29, 2016
Outsourcing 2016: USA Chapter
International Comparative Legal Guides (ICLG)

May 7, 2013
A Data Privacy and Security Checklist for Management

October 11, 2010
Cloud Computing: Why Forecast Should Matter To You
Connecticut Law Tribune, Vol. 36, No. 41

September 29, 2008
New Data Privacy Law in Connecticut Imposes Stiff Penalties

September 28, 2005
Order List

May 8, 2003
The Impact of the Digital Millennium Copyright Act
Presented at the 19th Annual Patent Practice Program at the New York Hilton

October 15, 2001
Computer Intrusions: A Company's Options When Its Systems Have Been Hacked
Reprinted in part with permission from the Connecticut Law Tribune week of October 15, 2001

January 2, 2001
Important Notice regarding The Gramm-Leach Bliley Act