

SixFifty Case Study | Trajector Disability

Meeting Compliance Challenges: How Trajector and SixFifty Joined Forces to Ensure Legal Success



Trajector Disability + SixFifty

If there's anyone who is well-equipped to tackle the shifting data privacy legal landscape, it's Sheri Jones. With 20 years of experience in law, Jones' expertise is hard to understate. She's worked as a labor and employment counselor and litigator at an international law firm, an Equal Employment Opportunity investigator for federal agencies, and, currently, as an in-house associate counselor at Trajector Disability.

Still, staying compliant with rapidly changing privacy laws across the nation is more than Jones can handle on her own. With state laws changing and new additions happening regularly, Trajector faces immense pressure to remain compliant across the nation—especially since they deal in sensitive customer data, including medical records, payment data, employment history, and more.

Thankfully, SixFifty entered the scene just when Trajector was becoming desperate for an affordable, efficient, and reliable solution to ensure compliance.

Navigating the compliance maze

In the early years, Trajector's three-person legal team was able to stay on top of compliance fairly easily. California's CPRA laws hadn't gone into effect yet, and

many laws didn't apply to Trajector since the company was so small. But as the headcount grew, compliance became an increasingly difficult beast to tackle.

"It's somewhat burdensome to figure out exactly which laws do apply to you," Jones said. "We constantly had to go to our tech people and ask, 'Do we have this many customers in this state?' It's really hard to know." Like many businesses, Trajector must comply with the various and sometimes conflicting data privacy laws in various states with laws currently in effect—California, Colorado, Utah, Virginia, and Connecticut. Since the stakes are especially high for companies that handle sensitive data, Trajector decided to mitigate risk by complying with every law nationwide.

Unfortunately, upholding this best practice felt nearly impossible before finding SixFifty.

"Even just figuring out if state law applies—that alone is a pretty big task," Jones said. "But then there's actually complying with the law and syncing it up with all of the other compliance efforts from all of the other states... It's too much for a three-person legal team."

This task is becoming even more monumental with additional state privacy laws at various stages of legislation.

Fortunately, SixFifty's All-US Privacy enables Trajector to generate the right legal documents to comply with all the states with data privacy laws currently in effect—and stay compliant as new states add more laws, at no extra cost.

Trajector Quick Facts

1500+ employees

Tens of thousands of clients

5 state privacy laws (and more to come)

The search for a compliance solution

As Trajector's need for a legal compliance solution grew, they started searching the market for the right tool. The journey quickly led them to several solutions that were well out of their price range, with start-up

fees upwards of \$100,000. Despite the exponential costs, these tools still didn't deliver the legal documents they really needed.

"These companies were astronomically more expensive than SixFifty," Jones said. "They had huge price tags, but only really accomplished one part of the process of compliance."

"The fact that we're getting this analysis of 15+ laws with constant updates for a very reasonable yearly fee—it saves us tens of thousands of dollars, if not more."

Jones said they even paid outside counsel \$10,000 just to consider one sentence in one contract. A budget like that for data privacy compliance would clearly be unsustainable, so when Jones learned about SixFifty, she immediately took an interest.

"It sounded exactly like what I needed," Jones said. With SixFifty, Jones could leverage a simple question-and-answer format to comply with data privacy laws across the country—and the price point couldn't be beaten.

"The fact that we're getting this analysis of 15+ laws with constant updates for a very reasonable yearly fee—it saves us tens of thousands of dollars, if not

more," Jones said. "Otherwise, we would've had to hire a data privacy expert to do all of this, and that's obviously expensive."

Empowering Trajector's data privacy team

Now, Jones says it's hard to imagine doing her job without SixFifty. Though she's learned a lot about data privacy laws in her day-to-day work, she still considers the tool an essential part of staying compliant.

"I'm not a complete novice, but the laws still aren't straightforward," Jones said. "So it's a remarkable tool—to make something that isn't straightforward so comprehensible and accomplishable."

Jones especially appreciates the hands-on customer service she gets from her account representatives. She said they're always incredibly responsive and available to answer her questions at a moment's notice.

"They'll hop on a call or they'll answer by email right away," Jones said. "It's just amazing. It's an amazing resource."

Peace of mind with SixFifty support

Trajector has used SixFifty to create 17 privacy documents in the 5 months since becoming a customer. They've saved countless hours and tens of thousands of dollars by not having to rely on outside counsel. But perhaps the greatest benefit is the peace of mind, thanks to ongoing updates from SixFifty's legal team.

"I just don't even know what we would do if I hadn't found SixFifty because these new laws are coming online every day," Jones said. "If I didn't get those little updates then we would quickly be out of compliance. It's just not something our team can stay on top of without this kind of support."

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Jones sings SixFifty’s praises to everyone in her line of work. “If you’re looking for an affordable, efficient, accurate solution with the best support you can imagine, then you have found your answer,” Jones said.

Need world-class data privacy documents at a price you can afford? [Book a demo](#) today to see how SixFifty helps companies ensure compliance and generate customized legal documents in minutes.

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