**AI GOVERNANCE POLICY FOR LEGAL SERVICES**

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 **Document Owner:** Managing Partner / Chief Technology Officer  
 **Approved By:** [Managing Partner Name]  
 **Next Review:** [INSERT DATE + 12 MONTHS]

**1. EXECUTIVE SUMMARY**

This AI Governance Policy establishes comprehensive guidelines for the responsible use of Artificial Intelligence (AI) systems within [LAW FIRM NAME]. As a legal practice, we recognise that AI technologies present significant opportunities to enhance client service, improve efficiency, and deliver better legal outcomes while simultaneously posing unique risks related to client confidentiality, professional privilege, and regulatory compliance.

This policy ensures compliance with Solicitors Regulation Authority (SRA) requirements, UK data protection laws, and professional conduct obligations while enabling innovation and competitive advantage through secure AI adoption. It reflects our commitment to maintaining the highest standards of client service and professional integrity while embracing technological advancement.

**2. LEGAL PROFESSION AI VISION AND PRINCIPLES**

**2.1 Our AI Vision**

[LAW FIRM NAME] leverages artificial intelligence to enhance our legal expertise, improve client outcomes, and deliver exceptional value while maintaining absolute adherence to professional standards, client confidentiality, and ethical obligations. AI amplifies our legal knowledge and analytical capabilities, enabling us to provide more comprehensive, efficient, and strategic legal services.

**2.2 Core Legal AI Principles**

* **Client Confidentiality First:** All AI implementations must preserve solicitor-client privilege and maintain absolute confidentiality
* **Professional Competence Enhancement:** AI augments legal expertise without replacing professional judgment
* **Transparency and Accountability:** Clear explanation of AI involvement in legal work and human oversight of all AI outputs
* **Access to Justice:** AI helps deliver high-quality legal services more efficiently and accessibly
* **Regulatory Compliance:** Full adherence to SRA requirements and professional conduct obligations

**3. SCOPE AND DEFINITIONS**

**3.1 Scope**

This policy applies to all [LAW FIRM NAME] partners, solicitors, trainees, paralegals, support staff, and third-party providers using AI systems in connection with:

* Legal research and case analysis
* Document review and contract analysis
* Client communication and case management
* Business development and marketing
* Administrative and operational functions

**3.2 Legal-Specific Definitions**

* **Privileged Information:** Communications between solicitors and clients protected by legal professional privilege
* **Client Confidential Information:** All information relating to clients and their affairs, regardless of privilege status
* **Legal Professional Privilege:** The fundamental right of clients to communicate with their lawyers in confidence
* **Professional Conduct:** Obligations under SRA Principles and Codes of Conduct
* **Conflicts of Interest:** Situations where AI usage might compromise duties owed to different clients

**4. GOVERNANCE STRUCTURE**

Effective AI governance in legal practice requires clear accountability structures that respect both partnership governance and regulatory requirements. Our framework ensures AI implementations support rather than compromise our professional obligations while enabling innovation in legal service delivery.

**4.1 AI Governance Committee**

The Committee provides strategic oversight and ensures all AI initiatives align with professional obligations and client interests.

* **Chair:** Managing Partner
* **Members:** Senior Partner (Risk & Compliance), IT Director, Data Protection Officer, Client Services Director
* **Responsibilities:** AI strategy approval, risk assessment, regulatory compliance, client impact evaluation
* **Frequency:** Monthly meetings with emergency sessions as required

**4.2 Professional Responsibilities**

Clear role definition ensures appropriate oversight while maintaining operational efficiency and professional compliance.

* **Managing Partner:** Ultimate responsibility for AI governance and professional compliance
* **Partners:** Oversight of AI usage within their practice areas and client matters
* **Solicitors:** Day-to-day AI usage compliance and client confidentiality protection
* **Data Protection Officer:** Privacy compliance and privilege protection coordination
* **All Staff:** Professional standards adherence and incident reporting

**5. AI TOOL CLASSIFICATION FOR LEGAL PRACTICE**

Legal practice requires heightened scrutiny of AI tools due to the sensitive nature of legal information and strict professional obligations. Our classification system reflects the unique risk profile of legal work while enabling appropriate AI adoption.

**5.1 Legal-Approved Enterprise Tools**

These tools have undergone comprehensive legal and technical assessment for use with client matters, providing appropriate privilege protection and professional compliance features.

**Microsoft 365 Copilot (Business/Enterprise) - Legal Configuration**

* Contract drafting assistance and document review
* Legal research and case analysis support
* Internal communication and case management
* **Privilege Protection:** UK data residency, zero retention, enterprise security
* **Approval:** Managing Partner | **Users:** All qualified legal staff (post-training)

**LexisNexis+ AI / Westlaw Edge AI**

* Legal research with AI-enhanced search capabilities
* Case law analysis and precedent identification
* Regulatory research and compliance monitoring
* **Privilege Protection:** Professional legal platform with established privilege protocols
* **Approval:** Senior Partner | **Users:** All legal research staff

**Contract Analysis AI (Thomson Reuters, Kira Systems)**

* Due diligence document review
* Contract analysis and risk identification
* Clause extraction and comparison
* **Privilege Protection:** Legal industry-specific tools with privilege safeguards
* **Approval:** AI Governance Committee | **Users:** Corporate and commercial teams

**Legal-Specific Document Automation**

* Court form completion and filing
* Standard letter and document generation
* Template-based legal document creation
* **Privilege Protection:** No client-specific data retention, UK-based processing
* **Approval:** Senior Partner | **Users:** All legal staff with appropriate training

**5.2 Internal-Use Tools (No Client Information)**

**Legal Practice Management AI**

* Time recording and billing optimization
* Internal training and knowledge management
* Marketing content and business development
* **Approval:** IT Director | **Users:** Administrative and support staff

**5.3 Restricted Usage Guidelines**

**Consumer AI Tools - Extremely Limited Legal Use** Given the heightened confidentiality requirements in legal practice, consumer AI usage is severely restricted and requires explicit approval for any business-related use.

**Permitted Usage (Personal Only):**

* General legal education and professional development
* Industry research using public legal information
* Personal productivity for non-work matters

**Prohibited Usage (Strictly Enforced):**

* Any client information, regardless of sensitivity level
* Case details, legal strategies, or confidential communications
* Court documents or pleadings (even if public)
* Client names, contact details, or identifying information
* Legal advice, opinions, or privileged communications
* Conflict checking information or client lists
* Financial information or billing details

**6. CLIENT CONFIDENTIALITY AND PRIVILEGE PROTECTION**

Client confidentiality represents the cornerstone of legal practice and requires absolute protection in all AI implementations. Our framework ensures AI usage enhances rather than compromises our fundamental duty of confidentiality while enabling appropriate technology adoption.

**6.1 Privilege Protection Framework**

**Solicitor-Client Privilege Requirements**

* All privileged communications require the highest level of protection
* AI processing of privileged information requires explicit client consent and legal assessment
* Privilege logs must include AI processing details where applicable
* Regular privilege protection audits for all AI systems

**Information Classification for Legal Practice**

* **Privileged Information:** Solicitor-client communications (Enterprise tools only, explicit consent required)
* **Client Confidential:** All client information and case details (Approved legal tools only)
* **Practice Confidential:** Firm strategies, financial information (Internal tools with approval)
* **Professional Public:** Legal research and public legal information (Approved tools permitted)

**6.2 Technical Safeguards**

**Enhanced Security for Legal AI**

* End-to-end encryption for all client information processing
* Legal hold capabilities for litigation and regulatory requirements
* Comprehensive audit trails for privilege and disclosure purposes
* Automated data classification and handling controls

**6.3 Professional Compliance**

**SRA Compliance Framework**

* Data Protection Impact Assessments for all client-facing AI systems
* Regular competence assessments for AI tool usage
* Client notification and consent procedures for AI involvement
* Professional indemnity insurance coverage for AI-related activities

**7. CLIENT SERVICES AND PROFESSIONAL OBLIGATIONS**

AI integration in legal services must enhance client outcomes while maintaining transparency and professional standards. Our approach ensures clients receive the benefits of AI innovation while preserving the trust and accountability that define effective legal representation.

**7.1 Legal AI Service Enhancements**

**Client-Facing AI Applications**

* Enhanced legal research providing more comprehensive precedent analysis
* Accelerated document review reducing costs and improving thoroughness
* Automated legal document generation for routine matters
* Predictive case analysis supporting strategic decision-making

**7.2 Professional Transparency Requirements**

**Client Communication Standards**

* Clear explanation of AI involvement in legal work
* Documentation of AI assistance in case files and client reporting
* Client consent procedures for AI processing of their information
* Regular client updates on AI capabilities and limitations

**Quality Assurance Obligations**

* Human lawyer review of all AI-generated legal advice or documents
* Professional validation of AI research and analysis
* Clear accountability for AI-assisted legal work
* Error correction and professional responsibility protocols

**8. RISK MANAGEMENT FOR LEGAL PRACTICE**

Legal practice AI adoption presents unique risks that extend beyond typical business concerns to encompass professional liability, regulatory compliance, and reputational considerations. Our risk management framework addresses these legal-specific challenges while enabling beneficial AI adoption.

**8.1 Legal-Specific Risk Assessment**

**Professional Liability Risks**

* Errors in AI-generated legal advice or document review
* Confidentiality breaches affecting client relationships and regulatory standing
* Professional competence challenges related to AI tool usage
* Conflicts of interest arising from AI system data sharing

**Regulatory and Compliance Risks**

* SRA enforcement action for professional conduct violations
* Data protection breaches affecting client personal information
* Court sanctions for AI-related discovery or privilege issues
* Professional indemnity insurance coverage gaps

**8.2 Risk Mitigation Strategies**

**Professional Protection Measures**

* Comprehensive professional indemnity insurance covering AI activities
* Regular competence training and assessment for AI tool usage
* Client engagement and consent protocols for AI involvement
* Systematic quality control and human oversight procedures

**9. TRAINING AND PROFESSIONAL COMPETENCE**

Legal professionals must maintain competence in AI tools while preserving fundamental legal skills and professional judgment. Our training program ensures effective AI adoption while meeting SRA competence requirements and maintaining professional standards.

**9.1 Legal Professional Training Requirements**

**Mandatory Training for All Legal Staff**

* **Legal AI Fundamentals** (6 hours annually) - Professional obligations and AI basics
* **Client Confidentiality in AI Contexts** (4 hours annually) - Privilege protection and data handling
* **Professional Competence with AI Tools** (8 hours annually) - Tool-specific training and quality control

**Specialist Training by Role**

* **Partners:** AI governance, client relationships, and business development (12 hours annually)
* **Senior Solicitors:** Advanced AI applications and supervisory responsibilities (10 hours annually)
* **Trainee Solicitors:** Supervised AI usage and professional development (16 hours annually)

**9.2 Professional Competence Standards**

**SRA Competence Requirements**

* Demonstrated understanding of AI capabilities and limitations
* Ability to supervise and validate AI-generated work
* Knowledge of professional obligations relating to AI usage
* Ongoing professional development in AI and legal technology

**10. INCIDENT RESPONSE FOR LEGAL PRACTICE**

Legal practice incidents involving AI can have severe professional and regulatory consequences requiring immediate and expert response. Our framework provides clear procedures for managing AI-related incidents while protecting client interests and maintaining regulatory compliance.

**10.1 Legal Incident Classification**

**Critical Legal Incidents**

* Breach of solicitor-client privilege involving AI systems
* Inadvertent disclosure of client confidential information
* Professional conduct violations related to AI usage
* SRA investigation or enforcement action

**High Priority Incidents**

* Client complaint about AI involvement in legal work
* Quality issues with AI-generated legal advice or documents
* Security incident affecting client information
* Professional indemnity insurance claim related to AI

**10.2 Legal Incident Response**

**Immediate Response (0-2 hours)**

* Secure and preserve affected AI systems and information
* Notify Managing Partner and relevant practice area leaders
* Assess privilege and confidentiality implications
* Implement immediate client protection measures

**Professional Response (2-24 hours)**

* Legal privilege assessment and protection measures
* Client notification and relationship management
* SRA notification if required under professional obligations
* Professional indemnity insurance notification

**11. REGULATORY COMPLIANCE AND PROFESSIONAL STANDARDS**

Legal practice operates under comprehensive regulatory oversight requiring careful attention to professional obligations in AI implementation. Our compliance framework ensures AI adoption supports rather than compromises our regulatory standing and professional reputation.

**11.1 SRA Compliance Monitoring**

**Professional Standards Assessment**

* Regular review of AI usage against SRA Principles and Codes
* Client care and service standards in AI-enhanced legal work
* Professional competence maintenance and development
* Risk management and professional indemnity coverage

**11.2 Regulatory Reporting**

**SRA Compliance Documentation**

* Annual compliance reporting including AI governance activities
* Professional development records for AI-related training
* Client care and service delivery assessments
* Risk management and insurance coverage validation

**12. CLIENT CONFIDENTIALITY INCIDENT PROCEDURES**

Confidentiality breaches in legal practice require immediate, expert response to protect client interests and maintain professional standing. These procedures address the unique obligations and risks faced by legal professionals in AI-related incidents.

**12.1 Confidentiality Breach Response**

**Immediate Containment**

* Isolate affected AI systems and prevent further information exposure
* Document the scope and nature of information involved
* Preserve evidence for professional and regulatory investigation
* Notify senior partners and begin client impact assessment

**Client Relationship Management**

* Direct personal communication with affected clients
* Full disclosure of incident circumstances and response measures
* Coordination with client in-house legal teams where applicable
* Documentation of client instructions and response preferences

**12.2 Professional Recovery**

**Regulatory Compliance**

* SRA notification within required timeframes
* Cooperation with any professional conduct investigation
* Implementation of enhanced safeguards and training
* Regular monitoring and compliance reporting

**13. VENDOR MANAGEMENT FOR LEGAL TECHNOLOGY**

Legal technology vendors require enhanced due diligence due to the sensitive nature of legal information and strict professional obligations. Our vendor management framework ensures AI suppliers meet professional standards while providing the capability necessary for effective legal practice.

**13.1 Legal Vendor Assessment**

**Professional Compliance Evaluation**

* Legal industry experience and understanding of professional obligations
* Privilege protection capabilities and confidentiality safeguards
* Professional indemnity insurance and liability arrangements
* Regulatory compliance and professional standards adherence

**13.2 Ongoing Legal Vendor Management**

**Professional Relationship Management**

* Regular assessment of privilege protection and confidentiality measures
* Professional development and training collaboration
* Industry best practice sharing and compliance coordination
* Strategic partnership development for enhanced legal service delivery

**14. POLICY ENFORCEMENT IN LEGAL PRACTICE**

Policy enforcement in legal practice must balance firm management requirements with professional obligations and partnership governance structures. Our approach ensures consistent standards while respecting professional autonomy and client service requirements.

**14.1 Professional Standards Enforcement**

**Minor Professional Violations**

* Inadequate AI training completion or competence demonstration
* Insufficient documentation of AI usage in client matters
* Minor client communication gaps regarding AI involvement

**Serious Professional Violations**

* Unauthorized processing of client confidential information through inappropriate AI tools
* Failure to obtain required client consent for AI processing
* Professional competence failures resulting in client service issues

**Critical Professional Violations**

* Breach of solicitor-client privilege through AI system usage
* Professional conduct violations reportable to the SRA
* Client relationship damage due to AI-related errors or misconduct

**14.2 Professional Development Response**

**Education and Support**

* Enhanced professional development and mentoring
* Supervised AI usage with gradual responsibility increase
* Client relationship management support and guidance
* Professional competence assessment and development planning

**15. REVIEW AND CONTINUOUS IMPROVEMENT**

Legal practice AI governance requires regular review and adaptation to evolving professional obligations, regulatory requirements, and client expectations. Our improvement framework ensures sustained compliance and effectiveness while enabling innovation and competitive advantage.

**15.1 Professional Review Schedule**

**Regular Professional Assessments**

* Monthly: AI tool usage compliance and client service impact
* Quarterly: Professional competence and training effectiveness
* Annually: Comprehensive policy review and regulatory compliance assessment
* Ad-hoc: Regulatory changes, professional guidance updates, significant incidents

**15.2 Professional Development Integration**

**Ongoing Professional Enhancement**

* Integration with continuing professional development (CPD) requirements
* Professional association engagement and industry collaboration
* Academic partnerships and legal education advancement
* Thought leadership development and professional knowledge sharing

**DOCUMENT CONTROL**

**Approval Authority:**

* Document Owner: Managing Partner / Chief Technology Officer
* Legal Review: Senior Partner (Risk & Compliance)
* Professional Standards Review: Data Protection Officer
* Final Approval: Managing Partner

**Distribution:** All Partners, Solicitors, Legal Staff, Key Vendors  
 **Classification:** Professional Confidential  
 **Retention:** 10 Years (Professional Requirements)

**CONTACT INFORMATION**

**AI Governance Enquiries:**

* Email: ai-governance@[lawfirm].co.uk
* Policy Owner: Managing Partner / Chief Technology Officer
* Professional Standards: Senior Partner (Risk & Compliance)
* Emergency AI Incident Line: [24/7 Professional Response]

**Professional Resources:**

* SRA Guidance: https://www.sra.org.uk/solicitors/guidance/
* ICO Legal Sector Guidance: https://ico.org.uk/for-organisations/
* Law Society Technology Resources: https://www.lawsociety.org.uk/

**This policy represents [LAW FIRM NAME]'s commitment to responsible AI adoption that enhances legal service delivery while maintaining the highest standards of professional conduct, client confidentiality, and regulatory compliance.**

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