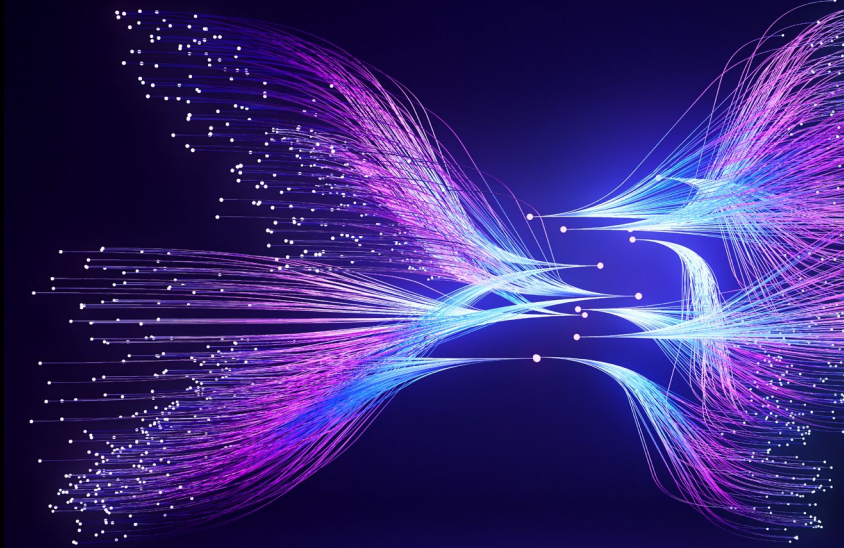


ARTIFICIAL INTELLIGENCE



INTRODUCTION

This guide is to help you to stay regulatory compliant whilst using Artificial Intelligence (“AI”).

What is AI and how are law firms using it.

AI is a range of systems that can make decisions and predictions by using statistical models.

Law firms of all sizes are increasingly using AI in a variety of different ways. For example:

- Chatbots to respond to client queries
- Automating routine compliance tasks
- Analysing cases to predict the chance of success
- Generating legal documents, contracts and correspondence
- Business planning



COMPLIANCE WITH SRA STANDARDS AND REGULATIONS

As AI becomes more integrated into legal services, firm must comply with the SRA standards when using AI in legal services. Firms should focus on transparency, fairness and client protection.

AI should be used in accordance with SRA principles, code of conduct and relevant data protection laws

SRA Principles:

- Act in a way that upholds constitutional and legal principles (**Principle 1**) – AI tools must not be used in ways that undermine due process or the rule of law.
- Maintain public trust and confidence (**Principle 2**) – AI generated documents or information must not mislead clients.
- Act with integrity (**Principle 5**) – AI use must be transparent.

SRA code of conduct:

- Effective supervision (**Rule 3.5**) – AI generated work must be supervised to ensure legal accuracy and compliance.
- Confidentiality & data protection (**Rule 6.3**) – AI should not process confidential or privileged client information, unless client consent has been obtained.
- Client care & transparency (**Rule 8.6 & 8.7**) – Where AI contributes to cases or advice being provided to clients, clients should be informed when AI is being used with their case and how it will operate.

Risk Management

Using AI for risk management has a number of benefits for law firms as it can process large amounts of data. However, it also presents its own challenge of managing the risks of using AI itself.

Pros:

- AI can be used to detect patterns in data which can help a firm to manage its risk.
- AI can automate routine compliance tasks which can increase speed and efficiency.

Cons:

- The risks of using AI should be managed, such as monitoring biases and accuracy of AI generated documents.
- You are still responsible and accountable for anything produced by AI.

AI Supervision

The adoption of AI in law firms presents both opportunities and challenges, particularly around ensuring proper supervision. [The SRA AI Risk Outlook](#) highlights the importance of maintaining accountability and oversight when integrating AI into legal services. Whilst AI can help streamline operations you must ensure you are compliant with SRA principles and codes of conduct.

Pros:

- Under correct supervision AI can speed up and automate routine tasks and support teams rather than fully replacing human judgement.
- Regular supervision should be carried out to ensure that the content and information generated by AI is accurate and is consistent with the policies of the firm. You can use the help of AI to create and support the reporting of the supervision process.

Cons:

- The use of AI can generate extra work as it should be monitored regularly. You will need to consider what process you need to put into place to verify the information produced by AI.
- Potential for over reliance on AI. If regular checks are not being carried out, there is a potential for inaccurate information being generated by AI.

Confidentiality

When using AI, it is important to remember that client confidentiality remains protected as set out in the SRA Standards and Regulations and relevant data protection laws.

Pros:

- AI can gather information about clients which can assist to identify any confidentiality issues.

Cons:

- You must ensure that client confidentiality remains protected when using AI, for example when sharing information to an AI provider for training.

Data protection

The primary legislation in the UK is the Data Protection Act 2018, which incorporates the UK General Data Protection Regulation (UK GDPR). You should only consider inputting client personal data into the AI platform where it is necessary for the performance of your contract with the client. All clients should be informed if their data is being processed by AI tools. You should make sure that AI is not exposed to confidential client information and you should avoid inputting sensitive information. If this is necessary, you should obtain consent in these situations.



THINGS TO CONSIDER:

Training

Training is essential to ensure that all staff are adequately educated on AI's capabilities, limitations and the risk that may be associated with. Training should cover the necessary knowledge, skills and judgement to assess the AI generated work to mitigate risk and comply with SRA regulations. Staff should be aware of the reporting process if any inconsistencies that may occur.

Best Practices

Below are some best practice tips to help you to stay compliant whilst using AI:

- Tell clients that AI may be used in their matter
- Understand how the AI system works so that you can explain it to clients
- Regularly test and review the AI system and to ensure that it is working correctly
- Ensure that you verify the accuracy of any documents or information generated by the AI platform before relying on it
- Ensure that there is a route for people to contest an AI-generated decision
- Train your staff in how to use the AI
- Continue to supervise staff when using AI
- Ensure all staff take reasonable precautions to safeguard the login details for the AI platform to prevent unauthorised access to the platform and ensure staff understand how to report an incident if they suspect their log in details have been compromised.

Useful Resources

- Information Commissioner's Office guidance: Guidance on AI and Data Protection (2023)
[Guidance on AI and data protection | ICO](#)
- SRA Risk Outlook Report: The use of artificial intelligence in the legal market (November 2023)
[SRA | Risk Outlook report: The use of artificial intelligence in the legal market | Solicitors Regulation Authority](#)
- Law Society Guidance: Generative AI - The Essentials (May 2025)
[Generative AI – the essentials | The Law Society](#)