



Solicitors
Regulation
Authority

Innovating with AI in your firm

Olivier Roth, Policy Manager

AI and legal services

- AI transforming how legal services are delivered
- Consumers also using AI tools directly
- Example: Garfield debt recovery tool
- Benefits: efficiency, access, consistency
- Risks: hallucinations, data security, trust

GenAI FAQ: purpose

- In development
- Responding to common questions from firms and public
- Supports baseline understanding of GenAI
- Practical guidance, not prescriptive
- Living document – will evolve

GenAI FAQ: structure

- Research and decision-making
- Implementation and integration
- Data protection and client information
- Regulatory approach and compliance
- Consumer protection and ethics
- Transparency and explainability

GenAI FAQ: key messages

- Firms remain responsible for outputs
- Use GenAI as support, not substitute
- Risks: inaccuracy, bias, hallucinations
- Transparency with clients is essential

Handling client data in AI tools: purpose

- In development
- Addresses questions around AI & client data
- Clarifies how regulatory duties apply
- Promotes safe, compliant innovation
- Live document looking at types of model, types of data

Handling client data in AI tools: core principles



Solicitors
Regulation
Authority

- No identifiable client data without informed consent
- Never input raw client data into public AI tools
- Anonymise data where possible
- Apply human oversight to all outputs

Handling client data in AI tools: good practice

- Conduct and record risk assessments
- Maintain audit trails of AI use
- Governance: register, policies, training
- Match safeguards to the tool used

Handling client data in AI tools: good practice examples

- Sandboxed AI for drafting (mid-sized firm)
- Client intake chatbot with data controls (immigration firm)
- AI governance and staff training (national firm)
- Garfield case study: safe, authorised innovation

Conclusion

- Two upcoming resources: FAQ + Client Data guidance
- Aim: support safe, innovative adoption of GenAI
- Professional duties remain paramount
- We welcome feedback and engagement

Future updates

Get all the latest news and lawtech developments from us:
sra.org.uk/innovate-update

Subscribe to Lawtech Insights for news and opinions on
technology and innovation in the legal sector:
sra.org.uk/lawtech-insight