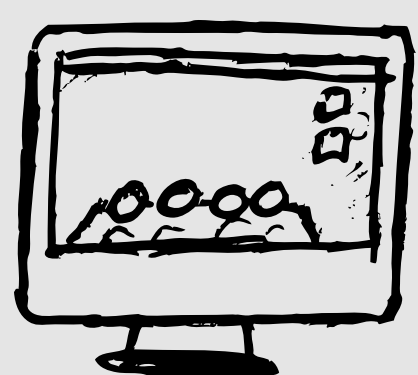


# Lawtech, consumers and the regulation of legal services

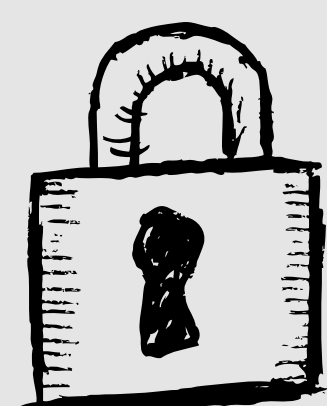
LEGAL SERVICES  
CONSUMER  
PANEL

## Consumers' attitude to online and lawtech services

The proportion of consumers who have their services delivered online has increased over time



The top 3 factors consumers consider to be barriers to using lawtech/AI services are



## Accessibility



Regulators could explore incentivising providers to use lawtech in order to widen access to legal services.

## Transparency



The data used to inform algorithms in lawtech services should be traceable, auditable and meet the data protection requirements.

Lawtech providers should be able to explain to consumers in a meaningful way before the services are delivered:

- how the algorithm(s) used arrive at particular conclusions
- the reasoning behind automated decisions
- the risks and responsibilities of different parties involved.

## Bias



Providers using lawtech services should mitigate against built-in biases.

Built-in biases combined with AI technologies' quick learning capability and hidden layers of complexity, can influence the final outcomes of the service in ways that are not fair to some consumers.

## Liability and redress



The regulatory framework should facilitate to determine easily where liability lies, especially for non-clear-cut circumstances.

Regulators to clarify whether PII policies cover services delivered via lawtech.