PROFESSIONAL PRACTICE TEMPLATE

AI Use Disclosure and Client Engagement Terms for Professional Services

How a professional firm records, controls and discloses its use of AI in client work, with model engagement letter wording

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Document owner	[Name, job title]	Approved by	[Board / SLT / named director]
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Applies to	Legal, accountancy, consultancy, architectural, medical and other regulated or professional practices	Classification	Internal

How to use this template. Text in square brackets must be replaced. Delete any clause that does not apply to your organisation, and add clauses where your circumstances require them. This is a drafting aid, not legal advice, and it is not tailored to your organisation. Legal and regulatory positions change; confirm the current position before you rely on any statement here.

1. Why professional firms need a separate position

A professional firm using AI faces obligations that do not apply to commercial organisations generally: duties of competence and supervision, confidentiality obligations that survive the engagement, professional indemnity requirements, and in some contexts rules imposed by courts, regulators or professional bodies about disclosing AI use in submitted work.

The risk is concentrated in two places. The first is confidentiality: entering client material into a system whose terms permit retention or training may breach the duty regardless of whether anything is disclosed. The second is verification: submitting work containing fabricated authorities, figures or references is a professional failure whatever produced it.

> *Drafting note. Check the position of the relevant regulator, professional body and court before finalising. Requirements differ between professions and jurisdictions, and several courts now impose standing directions about AI use in filed documents. This policy should record the applicable requirements rather than assume them.*

2. Applicable requirements

Source	Requirement identified	Date checked	Where recorded
Professional regulator			
Professional body guidance			
Court or tribunal directions			
Professional indemnity insurer			
Client contractual terms			
Data protection obligations			

Review this table at defined intervals. Requirements in this area have changed repeatedly and a position adopted a year ago may no longer be current.

3. Permitted and prohibited uses

Use	Position	Conditions
Research on general principles, no client information entered		
Summarising a document supplied by the client		
Drafting from instructions the fee earner provides		
Reviewing a document for issues		
Producing a first draft of advice		
Searching for authorities, sources or precedents		
Analysing client data		
Producing anything for submission to a court, tribunal or regulator		
Producing anything relied on as an expert opinion		
Making a professional judgement	Prohibited	Professional judgement is not delegable

4. Confidentiality controls

1. Client information may only be entered into a tool that has been approved for that purpose, on terms confirming that inputs are not used for training and that retention is acceptable.
2. Where the client has restricted the use of AI, or has not been informed, do not enter their information into any tool.
3. Where a matter is subject to heightened confidentiality — privileged material, an investigation, an unannounced transaction, patient information — apply the restriction recorded on the matter file, which may be more restrictive than the firm's general position.
4. Anonymising client information is not by itself sufficient where the matter is identifiable from context.
5. Entering client information into an unapproved tool must be reported as an incident, whether or not harm resulted.

5. Verification

Every factual assertion, citation, authority, figure or source in work produced with AI assistance must be verified against the primary source before the work leaves the firm. Verification is performed by a person, not by asking the same or another system to confirm.

Element	Verification required	By whom
Citations and authorities	Located and read in the primary source	
Quotations	Checked word for word against the original	
Figures and calculations	Recalculated independently	
Statements of law or standards	Confirmed as current	
Facts about the client's matter	Checked against the file	
Names, dates and references	Checked against source documents	

A fabricated citation that reaches a client, a court or a regulator is a professional failure attributable to the person who signed the work. The tool is not a defence, and reliance on it will not be accepted as one.

6. Supervision

Requirement	Position
Who may use AI in client work	
Additional supervision for junior staff	
Whether AI-assisted work is identified as such internally	
Who reviews before work leaves the firm	

Requirement	Position
Whether the reviewer is told AI was used	
Training required before use	

A reviewer who does not know AI was used cannot calibrate their review. Internal identification is a supervision control and is separate from the question of external disclosure.

7. Recording use on the matter file

Field	Entry
Matter reference	
Client restriction on AI use	[None / restricted / prohibited]
Tools used	
What they were used for	
Client information entered	[None / described]
Verification performed and by whom	
Disclosure made to the client	
Disclosure made to a court or regulator	

8. Model engagement letter wording

Where the firm uses AI and wishes to record it

> *Use of technology in your matter. We use software incorporating artificial intelligence to assist with tasks such as research, document review, summarising and drafting. It assists our people; it does not replace them. Every piece of work we provide to you is prepared under the supervision of, and reviewed by, a qualified member of our team, who remains responsible for it. We only use systems that meet our confidentiality requirements, and your information is not used to train any third party's systems. If you would prefer that we do not use these tools on your matter, tell us and we will confirm the arrangements; this may affect our fee estimate or timescales, and we will tell you if it does.*

Where the client asks for a stricter position

> *You have asked us not to use artificial intelligence tools in connection with your matter. We have recorded that instruction and it applies to everyone working on it. This restriction covers entering any of your information into such tools and using them to produce any material for you. It does not extend to general office software that may contain automated features unrelated to your matter, and we will tell you if that distinction becomes material.*

Where disclosure is required in a submission

> *Statement on the use of artificial intelligence. Artificial intelligence tools were used in the preparation of this document to [describe the use]. All citations, authorities, quotations and factual assertions have been verified against primary sources by [name], who is responsible for the content of this document.*

9. When to tell the client

Situation	Disclosure
General assistance within the engagement letter wording	Covered by the engagement letter
Client information entered into a tool	[Position]
A material part of the deliverable generated rather than drafted	[Position]
The client has asked whether AI was used	Always answer accurately
The client's own terms require disclosure	As required by those terms
A court, tribunal or regulator requires disclosure	As required
An error attributable to AI use affected the work	Always, together with the correction

10. Fees

Where fees are charged by reference to time, work performed with AI assistance takes less time and should be billed accordingly. Charging for time that was not spent is a billing issue independent of any AI question, and is the point on which client complaints in this area most often turn.

Position on time recording for AI-assisted work	
Position on fixed fees where efficiency improves	
Whether efficiency gains are passed to the client	
Whether the position is stated in the engagement letter	

11. Policy control

Policy owner	
Approved by	
Date	
Review frequency	

Insurer notified of AI use	
Approved tools list maintained at	
Incident reporting route	