

AI Use Policy

Requirements and expectations for the use of artificial intelligence features within the Jurion AI platform.

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Subject to legal review

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1. Purpose

This policy sets out how artificial intelligence features within the Jurion AI platform ("AI Features") may be used and the professional obligations that continue to apply to their use.

2. AI is assistive technology

AI Features are assistive tools. They produce drafts, suggestions, summaries and classifications intended to support work carried out by qualified professionals.

AI Features are not a substitute for professional judgement, supervision, or the requirements of applicable professional rules.

3. Human verification required

AI Output must be reviewed and approved by a suitably qualified person before it is sent to a client, filed with a court or regulator, executed as a contract, used to give legal advice, or otherwise used to make a decision that materially affects any person.

4. AI may make mistakes

AI Output can contain factual errors, missing information, misattributed citations, incorrect legal references, out-of-date content or hallucinated authorities.

Users must not rely on AI Output as authoritative without independent verification against reliable sources.

5. Users remain responsible

Responsibility for work product remains with the user and the customer firm. The Jurion AI platform is a tool used by the firm and does not assume any professional obligation owed by the firm to its clients.

6. Client confidentiality

AI Features may only be used with information the user is authorised to use for the relevant matter.

Users must not submit information from unrelated matters, from third parties who have not consented to processing, or from any source in a manner that would breach the firm's confidentiality obligations.

Firm-level data isolation controls apply within the Service and are described in the Jurion AI Security Overview.

7. Prompt handling

Prompts entered by users, together with the context assembled to satisfy those prompts, are processed by the AI Features and may be logged for security, support and quality purposes.

Users should draft prompts with the same care they would apply to any professional communication. Users should not include information in prompts that is unnecessary for the task.

8. Safe AI requirements

AI Features must not be used to give advice presented as coming from a qualified professional without human review.

AI Features must not be used to circumvent conflict checks, anti-money laundering checks, know-your-client checks, sanctions checks or other regulatory controls.

AI Features must not be used to generate content intended to mislead a court, tribunal, regulator or opposing party.

9. Academy training

Firms are expected to require Authorised Users to complete the Jurion Academy AI training modules relevant to their role before making significant use of AI Features.

Firm administrators may enforce this expectation using the training gate features of the Service.

10. AI governance

The Service exposes AI governance controls to firm administrators. These controls allow the firm to configure which AI Features are enabled, to set usage limits, and to record firm-level policies applicable to AI use.

11. Audit logging

AI Feature usage is logged. Logs are made available to firm administrators via the Firm Security Centre for supervision and audit purposes.

12. Contact details

AI safety and governance queries: ai-governance@jurion.uk.

Website: <https://jurion.uk>.

13. General provisions and commercial protections

These general provisions apply to and form part of this document. Where a specific clause elsewhere in this document, in the Terms of Service or in the Data Processing Agreement addresses the same subject matter in greater detail, that more detailed clause prevails to the extent of any conflict.

13.1 AI limitations

Artificial intelligence features are assistive. Outputs are produced automatically and may contain errors, omissions, out-of-date information, inaccurate citations or content that is inappropriate for a specific matter. Jurion AI does not warrant that any AI output is accurate, complete, current or fit for any particular purpose and does not warrant that the Service is free from all errors or interruptions.

13.2 Human review requirement

Customer must ensure that a suitably qualified person reviews and approves any AI output before that output is relied on for legal advice, sent to a client, filed with a court or regulator, executed as a contract or used to make a decision that materially affects any person. Professional judgement of the reviewing individual remains authoritative.

13.3 Customer responsibility

Customer is responsible for its use of the Service, for the accuracy and lawfulness of the data it submits, for the actions of its authorised users and for compliance with applicable law and professional rules including where relevant the SRA Standards and Regulations. Customer must maintain appropriate matter management, supervision, conflict-checking and file-retention practices independently of the Service.

13.4 Acceptable use

Use of the Service is subject to the Jurion AI Acceptable Use Policy. Customer must not use the Service for unlawful purposes, to infringe the rights of any person, to attempt to circumvent the security of the Service, to submit content that is unlawful or that Customer does not have the right to submit, or in a way that materially degrades the Service for other customers.

13.5 Liability limits

Nothing in this document limits or excludes any liability that cannot be limited or excluded under applicable law, including liability for death or personal injury caused by negligence and for fraud. Subject to that, neither party is liable for indirect, incidental, consequential, special or exemplary damages, or for loss of profit, revenue, goodwill, anticipated savings, business opportunity or reputational loss, however arising.

Subject to the above, each party's total aggregate liability arising out of or in connection with this document in any twelve-month period will not exceed the fees paid by Customer to Jurion AI in that period. To the maximum extent permitted by law, the Service is provided "as is" and Jurion AI disclaims all warranties, whether express or implied, including any implied warranties of satisfactory quality, fitness for a particular purpose and non-infringement, other than those that cannot be excluded under applicable law.

13.6 Pilot status

Where the Service or a specific feature is provided on a pilot, beta, preview, evaluation or early-access basis, that Service or feature is provided "as is", may change or be withdrawn at any time and is not covered by the service-level commitments applicable to generally-available features. Pilot terms in the applicable order or the Pilot Programme Terms prevail over inconsistent provisions in this document.

13.7 Third-party services

The Service integrates with third-party services including cloud infrastructure, model providers, email providers, calendar providers and payment providers. Those third parties operate under their own terms and privacy notices. Jurion AI is not responsible for the availability, performance or acts and omissions

of third parties beyond its reasonable control, and Customer's use of any third-party service through the Service is subject to that third party's terms.

13.8 Data protection roles

Where Jurion AI processes personal data on behalf of Customer in connection with the Service, Customer is the controller and Jurion AI is the processor, and the Jurion AI Data Processing Agreement governs that processing. Where Jurion AI processes personal data as controller (for example account and billing data of authorised users and website analytics), the Jurion AI Privacy Policy governs that processing.

13.9 Service changes

Jurion AI may from time to time modify, add to or remove features of the Service in order to improve it, to reflect changes in third-party services, to reflect changes in law or regulatory guidance or to maintain security. Jurion AI will not make changes that materially reduce the overall functionality of the Service during a paid subscription term without giving reasonable prior notice.

13.10 Suspension rights

Jurion AI may suspend access to the Service or to specific authorised users, in whole or in part, where Jurion AI reasonably believes that continued access presents a security risk, that fees are materially overdue, that use of the Service is in material breach of this document or the Acceptable Use Policy, or that suspension is required by law or by a request from a competent authority. Where practicable Jurion AI will notify Customer before suspending access and will restore access as soon as the relevant circumstances have been resolved.

13.11 Security responsibilities

Jurion AI implements the technical and organisational security measures described in the Jurion AI Security Overview. Customer is responsible for configuring the Service in line with its own security requirements, for managing authorised user access including timely off-boarding, for enabling multi-factor authentication for its administrators, for protecting credentials and end-user devices, and for the security of any data that Customer chooses to export from the Service.

13.12 Draft status

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Revision history

Version	Date	Summary
1.0	2026-01-01	Initial published version.