

Privacy Policy

How Jurion AI collects, uses and protects personal data as controller for the website and account data, and as processor for customer firms.

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Subject to legal review

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1. Introduction

This policy explains how Jurion AI Limited handles personal data in connection with the Jurion AI website, the Jurion AI platform and related communications.

This policy is written to reflect the requirements of the UK General Data Protection Regulation and the Data Protection Act 2018 ("UK GDPR"), and, where the European Union General Data Protection Regulation applies, the EU General Data Protection Regulation ("EU GDPR").

2. Our role

Jurion acts as controller for personal data relating to visitors to the website, prospective customers, Authorised User accounts and billing contacts.

Where Jurion processes personal data contained in matter files, client records, uploaded documents and communications submitted by a customer firm to the platform, Jurion acts as processor on behalf of that customer firm. The customer firm is the controller for that data. Those relationships are governed by the Jurion AI Data Processing Agreement.

3. Data we collect

3.1 Account and identity data

Name, work email address, role, firm affiliation and authentication metadata used to create and secure the Authorised User account.

3.2 Usage and telemetry

Log data, feature usage events, timestamps, device and browser metadata and diagnostic information used to operate, secure and improve the Service.

3.3 Communications

Correspondence with the Jurion team, in-product support messages, feedback submissions and demo requests.

3.4 Billing data

Company details, billing contact, purchase order references and invoice history. Card details are handled by our payment processor and are not stored by Jurion.

4. Purpose of processing

Providing the Service to the customer firm and its Authorised Users.

Securing the Service, detecting and preventing abuse, and enforcing acceptable use.

Communicating with users about the Service, including transactional messages and service notices.

Meeting legal, regulatory and accounting obligations.

Improving the Service, including diagnostics, performance monitoring and product analytics carried out on aggregated or de-identified data where practicable.

5. Legal basis

Performance of a contract, for personal data required to provide the Service and to manage the customer relationship.

Legitimate interests, including the operation and security of the Service, product improvement and internal record-keeping. Where we rely on legitimate interests we have carried out a balancing test.

Legal obligation, for record retention, tax and accounting obligations and responses to lawful requests from authorities.

Consent, where required, for example for certain non-essential analytics cookies.

6. Cookies

The website and application use cookies and similar technologies. The Jurion AI Cookie Policy sets out the categories of cookies used and how consent is managed.

7. Retention

Account and communication data is retained for the duration of the customer relationship and for a reasonable period afterwards to meet legal, regulatory and internal governance requirements.

Customer Data processed on behalf of the customer firm is retained in accordance with the Data Processing Agreement and the customer's configuration of the Service.

Logs used for security and operations purposes are retained only for as long as necessary for those purposes.

8. Security

Jurion applies administrative, technical and organisational measures designed to protect personal data against loss, unauthorised access, disclosure, alteration and destruction. These measures are described in the Jurion AI Security Overview.

9. International transfers

Personal data may be transferred outside the United Kingdom or the European Economic Area where a subprocessor is located outside that region.

Where transfers take place, Jurion relies on the UK International Data Transfer Agreement, the UK Addendum to the EU Standard Contractual Clauses, or the EU Standard Contractual Clauses as applicable, together with supplementary measures where required.

10. User rights

Individuals in the United Kingdom and the European Economic Area have rights in respect of their personal data, including the right of access, rectification, erasure, restriction of processing, objection and data portability, subject to the conditions set out in applicable data protection law.

Where Jurion acts as processor for the customer firm, requests received by Jurion in relation to Customer Data will be referred to the customer firm as controller.

11. Complaints

Individuals in the United Kingdom have the right to complain to the Information Commissioner's Office. Individuals in the European Economic Area have the right to complain to the supervisory authority of their habitual residence, place of work or place of an alleged infringement.

12. Contact details

Privacy queries: privacy@jurion.uk.

General contact: info@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.