MINISTRY OF LAW
SINGAPORE

2025

Guide for Using Generative AI in the Legal Sector

DRAFT FOR PUBLIC CONSULTATION (1 SEPTEMBER TO 30 SEPTEMBER 2025)

Contents

1. Introduction

1.1. Purpose

1 The Ministry of Law is publishing this Guide for Using Generative AI in the Legal Sector ("**Guide**") to set out general principles and good practices to encourage responsible, ethical and effective use of generative artificial intelligence ("**GenAI**") in Singapore's legal services sector. The aim is to support the legal services sector in harnessing the potential of GenAI, while being mindful of professional obligations in the delivery of legal services.

2 This Guide build on the Model AI Governance Framework for GenAI,[1] released by the Infocomm Media Development Authority ("**IMDA**") and the AI Verify Foundation, and complement the Singapore Courts' Guide on the Use of Generative Artificial Intelligence by Court Users.[2] It is also aligned with the National AI Strategy 2.0 requirement to design interventions that are adapted for specific vertical sectors to recognise different risks and considerations according to use case.[3]

1.2. Scope and Applicability

3 This Guide is intended to be used by anyone handling legal work in Singapore, including lawyers, in-house counsel, paralegals and legal secretaries.

4 This Guide is non-binding. It serves as a reference for both the development/deployment and the use of GenAI in carrying out legal work. Where product names are specified, they are strictly for illustration purposes and **do not** constitute any endorsement of said products, or the organisations which own or have developed them.

[1] Infocomm Media Development Authority ("**IMDA**"), "Model AI Governance Framework for Generative AI, Fostering a Trusted Ecosystem" (30 May 2024)

[2] Supreme Court of the Republic of Singapore, Registrar's Circular No. 1 of 2024, "Issue of the Guide on the Use of Generative Artificial Intelligence Tools by Court Users" (23 September 2024); State Courts of the Republic of Singapore, Registrar's Circular No. 9 of 2024, "Issue of the Guide on the Use of Generative Artificial Intelligence Tools by Court Users" (23 September 2024); and Family Justice Courts of the Republic of Singapore, Registrar's Circular No. 1 of 2024, "Issue of the Guide on the Use of Generative Artificial Intelligence Tools by Court Users" (23 September 2024)

[3] Ministry of Communications and Information and Smart Nation Singapore, "National AI Strategy 2.0: Singapore National AI Strategy" (4 December 2023) at Action 13

1.3. Definition and Core Concepts

What is AI?

5 The Organisation for Economic Co-operation and Development ("**OECD**") defines an Artificial Intelligence ("AI") system as:

> "a machine-based system that, for explicit or implicit objectives, infers, from the input it receives, how to generate outputs such as predictions, content, recommendations, or decisions that can influence physical or virtual environments. Different AI systems vary in their levels of autonomy and adaptiveness after deployment."[4]

6 In simple terms, AI systems are computer-based tools that can process inputs (such as data, text, or images) to generate useful outputs. These systems can perform complex tasks such as recognising patterns, making predictions, or providing recommendations. What makes them "intelligent" is their ability to learn from inputs and adapt their behaviour, rather than just following fixed rules. The level of human oversight needed varies – some AI systems require constant human supervision, while others can operate more independently.

7 **GenAI** is a subset of AI that creates new content by learning patterns from extensive datasets, known as training data, which can include various forms such as text, images, audio, and video. Unlike traditional AI systems that primarily make predictions and recommendations based on historical data, GenAI systems identify and apply patterns from their training data to generate entirely new content such as text, images, audio, video, and even code, in response to user prompts or questions, referred to as "**input**".[5] Generally, traditional AI systems are deterministic, meaning the same input will usually result in the same output, whereas GenAI systems are non-deterministic and have less certainty on their output, often generating different and unique output in response to the same input. In some cases, this input may also be used to further train and refine the GenAI models.

8 Large Language Models ("**LLMs**") are currently a prominent type of GenAI focusing on text generation. LLMs are trained on vast amounts of text data, and use probabilistic models to predict and generate text responses, also known as "**output**", based on the given context. While the output can be well-written and tailored to specific situations, it is important to

[4] Organisation for Economic Co-operation and Development's (OECD) definition of an "AI System" as of 3 May 2024.
[5] IMDA, "Generative AI: Implications for Trust and Governance" (2023)

note that LLMs do not in fact understand the meaning of the words used or generated; rather, they produce likely sequences of words based on statistical patterns. This means that LLMs can produce coherent text that appear persuasive, but may be inaccurate or fabricated – this phenomenon is referred to as "**hallucination**".[6] However, with continual technology advancements, the capabilities, limitations, and risk profiles of GenAI tools, including LLMs, are likely to evolve and improve over time.

2. Evolution of AI in Legal Practice and the Rise of GenAI

9 AI is already changing the way legal professionals work, and will continue to do so. Globally, many legal service providers and in-house counsel teams are using legaltech tools powered by traditional AI to perform legal tasks such as practice management, legal research, document review, and contract review and analysis (see Section 2.1).

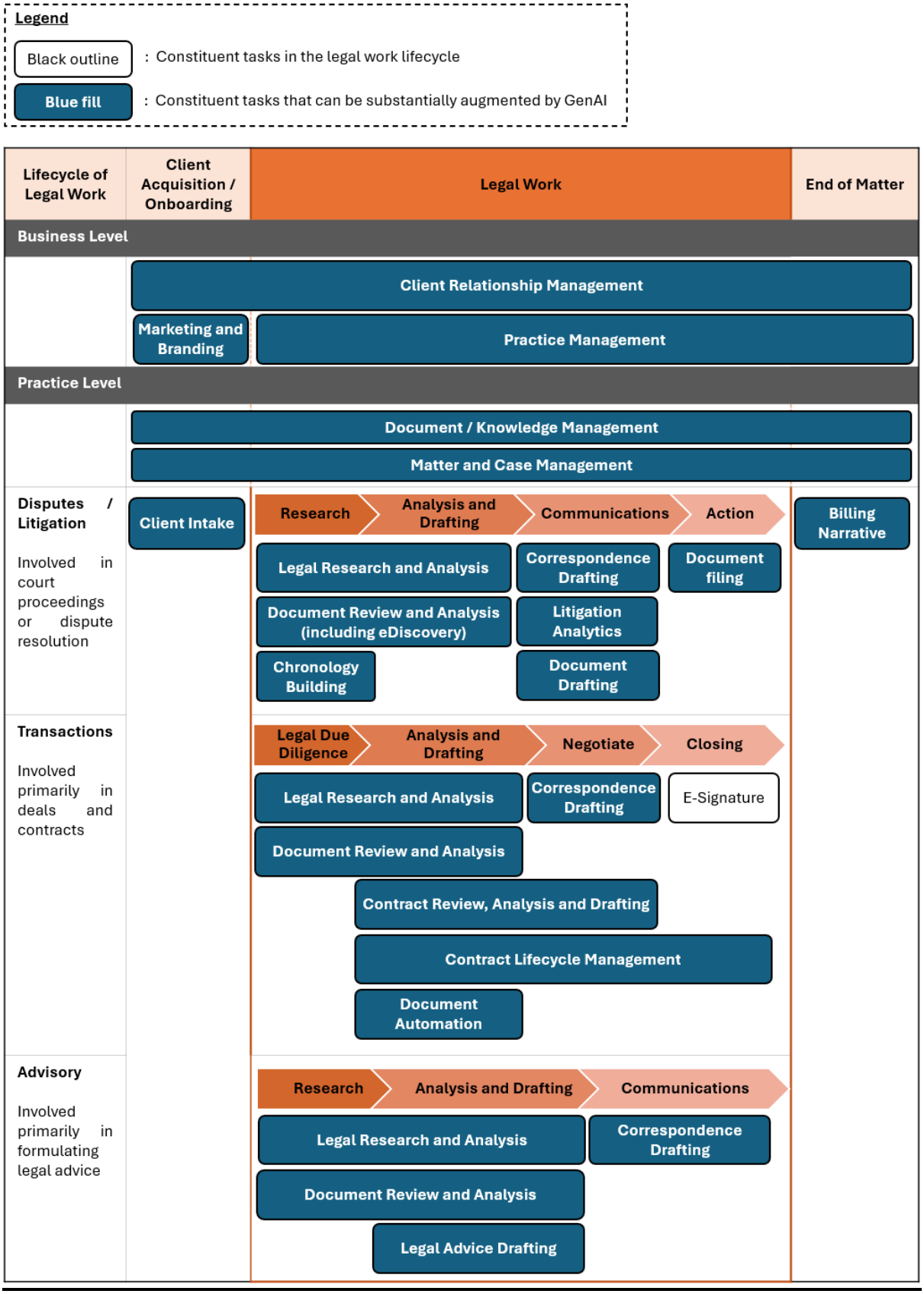
10 The emergence of GenAI promises the potential for a significant leap forward in legaltech. Driven by advancements in machine learning algorithms, increased computational power, and vast datasets, GenAI legaltech tools have evolved from simple rule-based voice-to-text transcription to sophisticated systems capable of analysis and creating new content. Through deep learning techniques, particularly transformer models and LLMs, modern GenAI systems can analyse complex documents, engage in interactive conversations through natural queries, synthesise information from multiple sources into clear summaries, and draft various documents across different formats.

11 These capabilities can augment core legal work processes, from document review and drafting to legal research and client communication – a transformation that is already happening across legal practices globally. **Diagram 1** illustrates the typical legal work lifecycle across practice areas. GenAI can augment most, if not all, of these essential tasks. Its applications range from basic assistance, such as preparing first drafts for client responses and document summaries, to supporting more complex work, such as legal research and contract review, thus enabling legal professionals to focus more time on strategic analysis, client advisory work, and other tasks that require human judgement and expertise.

Note: The diagram provides a general overview and is not intended to be exhaustive in depicting how GenAI capabilities can augment various aspects of legal practice.

[6] Ibid.

Diagram 1: Mapping of GenAI use cases in a lifecycle of legal work



2.1. Examples of AI (including GenAI) Use Cases in the Legal Sector

12 **Table 1** provides examples of common AI, including GenAI, use cases in the legal sector, along with the key considerations for adoption, and practical safeguards to address them. These are not intended to be exhaustive, and additional considerations may apply depending on specific circumstances.

Table 1: Examples of AI and GenAI use cases in the legal sector

Use Case	Common features	Examples of AI tools	Key considerations and practical safeguards
Practice management	• Manage calendars and track billable hours • Organise client information and monitor deadlines • Generate bills and reports from client activities • Create comprehensive matter overviews and client updates • Provide personalised recommendations for task prioritisation • Enable proactive workflow management	Clio Duo (by Clio)[7]	**Key considerations:** • System integration requirements and compatibility with existing systems. • Data governance and security requirements, especially to protect client confidentiality. **Practical safeguards:** • Staff training on proper tool usage and establish clear workflows. • Set up access controls, considering client confidentiality. • Regular monitoring of automated processes to maintain accuracy and reliability.

[7] See https://www.clio.com/features/legal-ai-software/?cta=top-nav-na

Use Case	Common features	Examples of AI tools	Key considerations and practical safeguards
Legal research	• Search and analyse vast legal databases • Identify and retrieve relevant cases, statutes, and legal materials • Engage in interactive dialogue with users to refine search parameters • Synthesise information from multiple sources • Generate research summaries • Draft preliminary research memos	WestLaw Edge [8] and WestLaw Precision with CoCounsel [9] (by Thomson Reuters) Lexis+ (by LexisNexis)[10] LawNet AI (by Singapore Academy of Law ("**SAL**") and IMDA)[11]	**Key considerations:** • Whether there will be hallucination, and if so, its degree, in legal content, including incorrect legal principles, unsupported conclusions, or made-up legal authorities. • Completeness in coverage of relevant sources and critical precedents. • Whether there will be citation of outdated cases and legislation that has now been amended or superseded, or misapplied jurisdiction-specific requirements. **Practical safeguards:** • Craft precise prompts, including specifications on jurisdiction, time period and source requirements. • Ensure human verification and maintaining standard research protocols alongside AI tool usage. • Independently verify that (a) sources are authoritative, and (b) cases remain good law in the relevant jurisdiction.

[8] See https://legal.thomsonreuters.com/en/products/westlaw-edge
[9] See https://legal.thomsonreuters.com/en/products/westlaw-precision
[10] See https://www.lexisnexis.co.uk/solutions/legal-research.html
[11] See https://release-notes.lawnet.com/2024/10/15/gen_ai/

Use Case	Common features	Examples of AI tools	Key considerations and practical safeguards
Document review	• Process and analyse large volume of documents • Extract and organise key data information into structured formats • Create and update chronologies • Predict document relevance and identify critical materials for a case • Locate content related to specific legal issues • Provide detailed explanations for why documents were flagged • Generate document review summaries	Lawdify[12] Relativity[13]	**Key considerations:** • Protection of confidential information, e.g. whether confidential or sensitive information (such as client data, personal information, financial records, proprietary content, etc.) in input data will be stored and / or used to train the model, and whether this information could subsequently be reproduced in future GenAI output. **Practical safeguards:** • Review contracts with GenAI tool provider(s), including their terms of use and privacy statements, to ensure privacy and data handling policies will ensure confidentiality. For example, legally binding commitments that the provider will not log, store, nor retain input and output data, including for content monitoring or model improvement purposes. • Implement strict data access controls within the law practice to ensure client confidentiality, including differentiated access for separate teams to prevent potential conflicts of interest.

[12] See https://www.lawdify.ai/

[13] See https://www.relativity.com/data-solutions/air/review/

Use Case	Common features	Examples of AI tools	Key considerations and practical safeguards
			• Staff training on usage protocols, including anonymising data before input into GenAI tools and prohibition against entering confidential or sensitive information, especially free-to-use tools.
Contract analysis and review	• Review contracts against standard templates and company playbooks[14] • Search and compare across contract libraries • Monitor obligations and ensure consistency across agreements • Identify potential risks based on customisable risk preferences • Generate smart redlines and provide contextual edit suggestions • Answer queries on contracts with specific references • Provide clear explanations of complex terms	LegalOn[15] Robin AI[16]	**Key considerations:** • Coverage of analysis, e.g. whether it can comprehensively cover all aspects, including complex contractual nuances, unusual clauses, or jurisdiction-specific requirements. • Assurance of client confidentiality and data security when processing sensitive contract information, e.g. whether input data will be stored, used for model training, or potentially reproduced in future GenAI output to unintended recipients. **Practical safeguards:** • Maintain human-in-the-loop approach to review and validate output by GenAI tools. • Review contracts with GenAI tool provider(s), including their terms of use and privacy statements, to ensure

[14] A manual that describes a company's policies, workflows, and procedures.
[15] See https://www.legalontech.com/product
[16] See https://www.robinai.com/

Use Case	Common features	Examples of AI tools	Key considerations and practical safeguards
			privacy and data handling policies will ensure confidentiality. For example, legally binding commitments that the provider will not log, store, nor retain input and output data for model training, including for content monitoring or model improvement purposes. • Implement strict data access controls within the law practice to ensure client confidentiality, including differentiated access for separate teams to prevent potential conflicts of interest. • Staff training on usage protocols, including prohibition against entering confidential or sensitive information, especially free-to-use tools.
Document drafting	• Maintain clause libraries and precedents • Auto-populate and allow customisation of standard templates • Check legal formatting standards, grammar, and cross-references	Spellbook[17] Harvey[18] CoCounsel (by Thomson Reuters)[19]	**Key considerations:** • Robustness of data security measures provided by the GenAI tool, e.g. assurance that confidential contract information will not be stored / used to train models.

[17] See https://www.spellbook.legal/features/draft
[18] See https://www.harvey.ai/products/assistant
[19] See https://www.thomsonreuters.com/en/cocounsel

Use Case	Common features	Examples of AI tools	Key considerations and practical safeguards
	• Generate initial drafts based on specific requirements in prompts • Adapt writing style to match document context • Suggest improvements and alternative phrasing • Learn and apply preferred drafting conventions from precedents		• Whether there will be hallucination when working with templates, summarising content, or modifying language, and if so, its extent. **Practical safeguards:** • Quality control through template management. • Ensure that there is human review. For matters that the user is familiar with, the user can verify the output accuracy of the GenAI tool and identify any hallucinations. For matters that the human is less familiar with, while the GenAI output can be good a starting point, the user should do additional research using authoritative sources to verify the output. • Use GenAI tools that provide source citations, or include instructions in prompts for generated output to include source citations, if possible, to facilitate fact- and source-checking.

3. Key Principles for Use of GenAI in Legal Work

13 As illustrated in **Table 1**, while adopting GenAI applications requires careful consideration of various factors (as discussed in Section 2.1), these should not prevent legal professionals from harnessing the potential of GenAI in their work, provided proper safeguards are in place. This Guide therefore outlines practical steps legal professionals should take. When using GenAI in legal work, consider the following three principles.

3.1. Professional Ethics

Why is this important?

14 The Legal Profession Act 1966 ("**LPA**") places ultimate responsibility with lawyers for their work product, requiring them to have the requisite knowledge, skill and experience to provide competent advice and representation. While GenAI offers powerful capabilities which lawyers may use in their legal practice, it comes with inherent limitations, and the professional responsibility must appropriately rest with lawyers who can apply their expertise to guide and validate GenAI outputs.

15 **Hallucinations** are a key consideration with GenAI systems.[20] Although GenAI systems give the illusion of being able to engage in analysis and reasoning, these systems are not truly "thinking", and do not understand meaning. Instead, the output produced are likely sequences of words based on probability alone.

16 Legal practitioners using GenAI in their legal practice must therefore bear in mind that there is always a chance of hallucination, and it currently cannot be eliminated entirely in a GenAI system. However, the **likelihood** of hallucination can be significantly **minimised** through techniques such as grounding, which includes providing sample documents as part of user prompts, or more systematically, through retrieval-augmented generation (known as RAG).[21] Additionally, as with other AI tools, GenAI tools may carry inherent biases, necessitating careful human oversight.

---

[20] See also IMDA, "Starter Kit for Safety Testing of LLM-Based Applications: Building a Trusted Secure and Reliable AI Ecosystem, Draft for Public Consultation (28 May to 25 Jun 2025)" (2025) at p 32. Broadly, hallucination refers to output that is incorrect, which can manifest in different forms, primarily through factual inaccuracy, lack of grounding or incompleteness.

[21] See also IMDA, *supra* n 1, at p 13 and p 46 which provides testing guidance for RAG. Briefly, RAG is a technique that enhances AI models' responses by connecting them to external knowledge bases. While LLMs rely on their training data to generate responses, RAG supplements this by retrieving information from trusted external sources, allowing the model to provide more accurate and contextual outputs without requiring retraining.

What should legal professionals do?

17 Rule 5 of the Legal Profession (Professional Conduct) Rules 2015 ("**PCR**") imposes fundamental duties of honesty, competence, and diligence on legal professionals in their dealings with clients. Legal professionals using GenAI tools to enhance service delivery should consider the following approaches to uphold professional standards:

(a) **Ensure there is a "lawyer-in-the-loop".** Legal professionals must review, analyse, and verify **all** GenAI-generated output before incorporating them into their work.[22]

(b) **Exercise greater scrutiny when using GenAI tools outside areas of expertise.** GenAI can generate inaccurate but convincing responses. Legal professionals should exercise greater scrutiny when using GenAI tools in areas where they lack subject matter knowledge to identify potential hallucinations, and should take additional steps to verify output against authoritative sources and reference materials.[23]

(c) **Take ultimate responsibility for all work product.** Regardless of GenAI use, legal professionals remain fully accountable for all work product as part of their professional duties owed to clients and as officers of the Court. The use of GenAI tools does not delegate or diminish such accountability, which extends to all documents, including court filings. See also the Singapore Courts' Guide on the Use of GenAI by Court Users.[24]

Examples of how law practices and institutions use GenAI while adhering professional obligations:

- **Clifford Chance** uses GenAI to challenge arguments and enhance the robustness of legal advice. In 2023, the firm became one of the first in the legal sector to roll out Microsoft Copilot tools firmwide, including Copilot for Web, M365, Viva Suite, and Teams Premium.
- **WongPartnership LLP** ("**WongPartnership**") utilises GenAI as an assistive tool to enhance productivity, such as performing initial legal research to efficiently identify relevant case precedents that serve as a foundation for lawyers

[22] See also Singapore Academy of Law and Microsoft Corporation, "Prompt Engineering for Lawyers" (2024) at p 6 on "Professionalism".

[23] See also n 22, at p 6 on "Copilot, not autopilot".

[24] Supreme Court of the Republic of Singapore, Registrar's Circular No. 1 of 2024, "Issue of the Guide on the Use of Generative Artificial Intelligence Tools by Court Users" (23 September 2024); State Courts of the Republic of Singapore, Registrar's Circular No. 9 of 2024, "Issue of the Guide on the Use of Generative Artificial Intelligence Tools by Court Users" (23 September 2024); and Family Justice Courts of the Republic of Singapore, Registrar's Circular No. 1 of 2024, "Issue of the Guide on the Use of Generative Artificial Intelligence Tools by Court Users" (23 September 2024)

to conduct deeper analysis. GenAI is also used for quick feedback to support legal analysis.

3.2. Confidentiality

Why is this important?

18 Rule 6 of the PCR imposes a fundamental duty on legal professionals to maintain the confidentiality of any information acquired during professional work. This rule is principle-based and akin to its application to other forms of technology, such as email or cloud computing, does not prohibit the use of GenAI provided that appropriate safeguards are implemented. When using GenAI tools, this duty becomes particularly critical as client information may be processed through third-party systems. The risks of data exposure, unauthorised use of client data to train AI models, and third-party access make confidentiality a paramount concern in GenAI adoption.

What should legal professionals do?

19 Legal professionals should take reasonable steps to ensure client confidentiality is protected when procuring and using GenAI tools. This includes the following:

(a) Implement data classification protocols for confidential client information, including review of data handling practices and system access controls.

(b) Consider the level of confidentiality of the data to be processed when selecting an appropriate GenAI tool. Different types of tools can offer different levels of data confidentiality protection, in increasing order: free-to-use tools, enterprise-level commercial-off-the-shelf (known as "**COTS**") tools with relevant data protections, and in-house developed GenAI systems. For confidential client data, consider using enterprise-level GenAI tools that provide the requisite level of assurances for data confidentiality and protection.

(c) When using free-to-use GenAI tools,

(i) review the GenAI provider's terms of service carefully to check if input and output data is used for model training or any other uses which may impact the

confidentiality of the data. This will inform what type of data can be safely processed;

(ii) refrain from including client or commercially confidential information; and

(iii) ensure anonymisation of client data before input into GenAI tools.

(d) For COTS solutions deployed at enterprise-level for use with confidential client data,

(i) review the GenAI provider's data protection policies and security features;

(ii) verify that the GenAI provider's terms of service explicitly prohibit the use of input and output data for model training; or adjust data control settings to opt out of using input and output data for AI model training; and

(iii) consider data residency requirements of clients, e.g. whether input and output data can be processed and stored outside of Singapore, and ensure these requirements are met by the GenAI provider.[25]

(e) Law practices developing in-house GenAI systems using proprietary data should carefully review the entire AI model development process, including how the model is designed and trained. This review should specifically address how input data is used and whether it is employed to train the model, ensuring that client confidentiality is not compromised.[26] Any proprietary training data containing client information should be anonymised before use.

Examples:

- **OC Queen Street LLC**'s policy permits its lawyers to use LLMs, with strict adherence to its internal guidelines and industry best practices. When using publicly available LLMs, the policy requires data control settings to be adjusted to prevent input data from being used for AI model training.
- **Rajah & Tann Singapore LLP** ("**R&T Singapore**") maintains strict control over GenAI usage by limiting access to enterprise versions of tools such as Microsoft Co-pilot and Harvey AI. These enterprise solutions are selected only

[25] When GenAI systems store inputs or outputs that contain client information, such data may reside on servers outside Singapore. This could conflict with clients' data residency requirements, which restrict the geographical location their data can be stored or processed in for regulatory, compliance, or security reasons. Therefore, it is crucial to understand service providers' server locations and data storage practices before using client information in GenAI tools. For cloud-based GenAI solutions, please refer to The Law Society's Guidance Note 3.4.1 on "Cloud Computing" for further guidance on client data stored in overseas servers.

[26] This includes conducting relevant tests for data disclosure. See IMDA, *supra* n 1, from p 65.

after securing commitment from AI / GenAI solution providers that the firm's data, including client data, is not used for foundation model training, and the assurance of information security and data privacy.

- **WongPartnership** requires specific contractual commitments from its legaltech vendors, including data encryption, data deletion, and prohibition of access to and use of input data for model training. Such contractual safeguards are reinforced by data minimisation protocols when using GenAI tools. For example, users are required to consider the sensitivity of data and practice data minimisation whenever appropriate.

3.3. Transparency

Why is this important?

20 Rule 5 of the PCR imposes a duty, among others, on the legal practitioner to be honest in all dealings with clients and inform them of all information that may reasonably affect their interests. Legal practitioners should consider whether their use of GenAI tools would reasonably affect client interests and warrant discussion, particularly when the practitioner is exercising independent judgement or relying significantly on GenAI output in providing advice or making important decisions about how to carry out the representation.

21 Legal professionals should consider disclosing to clients how these tools are being used, especially in two situations:[27]

(a) When the use of GenAI tools may materially impact the representation, whether actual or perceived, including effects on client costs, service delivery, or the exercise of professional judgement. In such cases, legal professionals should discuss with clients the potential benefits, limitations, and cost implications of using these tools;

or

(b) When there is a risk that data handling practices of the GenAI tool(s) used may not align with client-specific preferences or data residency requirements.

22 Clear communication about the use of GenAI tools in legal work can help maintain trust in lawyer-client relationships, enable informed client decisions, and address client concerns proactively. When legal professionals help their clients to understand and trust AI innovation, they can strike a better balance between safety and innovation.

[27] See also Singapore Academy of Law and Microsoft Corporation, "Prompt Engineering for Lawyers" (2024) at p 6 on "Disclosure".

23 Additionally, the Supreme Court's Guide on the Use of GenAI by Court Users requires legal professionals to be prepared to identify GenAI use in court documents and explain how the output was verified, if asked.[28]

What should legal professionals do?

24 When disclosing to clients on the use of GenAI tools, legal professionals may wish to:

(a) consider the appropriate avenues by which to inform clients regarding the use of GenAI in the law practice, such as disclosure in engagement letters and the law practice's website;

(b) provide clear explanations about how GenAI are implemented in their practice;

(c) clarify that while GenAI tools may be used, legal professionals retain full responsibility for the work product;

(d) provide clients with information on safeguards for data privacy and confidentiality;

(e) provide contact channels for clients to reach out regarding their concerns; and

(f) offer clients the option to opt out of GenAI being applied in connection with their matters.

Examples of how law practice(s) have adopted various approaches to maintain transparency with clients regarding GenAI use:

- **KEL LLC** discloses the use of GenAI to its clients by including the following clause in its terms of engagement: "We may employ AI to improve our productivity and efficiency. You agree that we can utilise AI in connection with this engagement."

- **R&T Singapore** notifies all existing clients about their GenAI adoption and strategy, and incorporates this information in their engagement letters for prospective clients. The firm also publishes their AI strategy on its website,[29] and has established dedicated contact channels for clients to address their GenAI-related queries. Clients have responded with positive and constructive feedback

[28] Supreme Court of the Republic of Singapore, Registrar's Circular No. 1 of 2024, "Guide on the Use of Generative Artificial Intelligence Tools by Court Users" (2024) at p 5, Section 5 para (4).

[29] See https://sg.rajahtannasia.com/ai-strategy/

on the firm's approach. The firm continues to maintain open conversations with clients to address concerns regarding AI / GenAI use (if any).

- The adoption of GenAI in legal practice has prompted law practices to reassess how they articulate value to their clients. **Clifford Chance** continues to actively assess the impact of GenAI across its business, recognising that its value extends beyond productivity gains. While efficiencies are one dimension, the firm also considers how GenAI contributes to enhancing quality and enabling lawyers to focus on more strategic work. To maintain transparency with clients, **Clifford Chance** has adopted a proactive approach, openly communicating how GenAI is integrated into its workflows, the safeguards in place, and the principles guiding its use. The firm has also published their AI principles on its website.[30]

- Depending on where clients are on their own technology journey and area of business, they each may have different requirements and concerns regarding the use of GenAI on their matters. In view of this, **WongPartnership** offers a tailored approach toward each engagement in considering the use of GenAI (or restriction against such use) vis-à-vis clients' needs.

4. Implementing GenAI in Legal Practice

25 This section outlines a framework for the implementation of GenAI, incorporating industry experiences and emerging practices. Legal service providers may consider the following steps when developing their implementation strategy, bearing in mind the key principles in Section 3 of this document.

Please refer to the Annex for illustrations of how law practice(s) have implemented GenAI in their practice.

4.1. Step 1: Develop an AI adoption framework

26 A comprehensive AI adoption framework requires both internal and external facing policies. Internal policies guide staff on proper usage, compliance, and operational requirements, including capability building, while external policies inform clients about the law practice's GenAI practices and safeguards (see Section 3.3 of this document on transparency). These policies establish the foundation for effective governance and responsible implementation, addressing professional obligations and operational requirements that will guide the

[30] See https://www.cliffordchance.com/about_us/who-we-are-and-how-we-work/policies/AI-Principles.html

selection and deployment of GenAI tools within the law practice. The following key elements may be considered:

- Clear policies and guidelines for GenAI tool implementation and usage across different practice areas
- Usage protocols to uphold professional standards, accountability and client confidentiality, e.g. whether to allow a consumer-grade free GenAI tool to be used if the law practice has already subscribed to an enterprise-grade paid GenAI tool. If such a free tool is allowed, whether to require the user to remove confidential and sensitive information from the input / prompt.
- Disclosure and client communication protocols regarding use of GenAI (see Section 3.3 above)
- Governance structure for oversight and accountability, e.g. whether to set up a committee responsible for reinforcing policies and guidelines, and GenAI training.

4.2. Step 2: Diagnose and analyse needs

27 Before selecting specific tools, law practice(s) should identify where and how GenAI could meaningfully enhance their practice. This assessment requires a thorough understanding of the law practice's current workflows, and recognition that deploying GenAI may require substantial workflow and process redesign to achieve its full potential.

28 Consider the following approach:

- Conduct a comprehensive analysis of the law practice's existing workflows to identify areas that will benefit from the use of legaltech.
- Map potential use cases across different categories:
  - General productivity tasks (e.g. document summarisation, language modification)
  - Core legal tasks (e.g. contract review, legal research, e-discovery)
  - Specialised legal tasks for specific practice areas (e.g. complex transaction analysis, regulatory compliance)
- Evaluate each use case considering:
  - Current pain points and inefficiencies
  - Volume and frequency of work (including length of time dedicated to specific work tasks)
  - Risk level and required human oversight

- Alternative solutions available (e.g. traditional AI software, workflow improvements)
- Cost-benefit analysis of GenAI solution

- Prioritise implementation, considering the following factors:
  - Potential impact on efficiency
  - Complexity of deployment
  - Resource requirements (e.g. staff training and IT infrastructure)

4.3. Step 3: Identify and evaluate GenAI tools

29 Tool selection requires due diligence focusing on data security, competence, and vendor reliability. Legal professionals should pay particular attention to confidentiality and data protection measures and alignment with identified use cases. Key considerations include:

- Assess data security and confidentiality measures (see also Section 3.2 above)
  - Vendor policies on usage of data inputs for model training
  - Retention of data inputs and prompts
  - Data storage location and jurisdiction
  - Access controls and security measures

- Evaluate technical capabilities and system requirements
  - Suitability for identified use case
  - Compatibility with existing systems
  - Scalability and customisation options
  - Update and maintenance protocols
  - Support and training resources

- Model performance and output quality
  - Set target standards of accuracy and output quality for the identified use case
  - Evaluate model performance test results against defined target standards

- Verify vendor credentials and track record
  - Experience in legal sector deployment
  - Client references and testimonials
  - Financial stability and long-term viability
  - Compliance with relevant regulations

4.4. Step 4: Implementation and training

30 After selecting the tools, law practice(s) must establish a structured approach to deployment and training that ensures effective adoption while maintaining professional standards. A well-planned implementation strategy supports user adoption and risk management. Consider the following:

- Develop an implementation strategy
  - Define scope of pilot project and user test groups
  - Plan staged deployment timeline and establish clear success metrics
  - Set up communication channels between law practice and vendor
  - Coordinate with vendor for product onboarding and data migration
  - Develop feedback and troubleshooting mechanisms
- Conduct user acceptance test
  - Assess quality and effectiveness of generated output based on user requirements and established standards (including target standards of accuracy and output quality in Step 3)
  - Refine prompts to introduce clearer constraints, contextual details, and instructions to steer model responses towards higher quality results
  - Document best practices to guide users in crafting more effective prompts
  - Consider pre-generating prompts for common use cases
- Monitor and evaluate usage
  - Track usage patterns and adoption rates
  - Assess performance against objectives
  - Review outcomes and impact on work quality
  - Identify areas for improvement
  - Report adverse incidents to vendor to facilitate timely remediation

4.5. Step 5: Continuous review and improvement

31 Regular review of GenAI implementation ensures continued effectiveness and compliance with professional standards. Consider the following approach:

- Strategic assessment
  - Evaluate alignment between implementation and objectives
  - Assess return on investment defined metrics
  - Monitor emerging technologies, such as through active participation in industry events such as the annual TechLaw.Fest organised by the Ministry of Law and SAL, and legal tech fairs by the Law Society of Singapore

- Identify new opportunities to enhance existing workflows

- Policy updates
  - Stay current with evolving regulatory requirements
  - Review and strengthen usage and risk management protocols
  - Engage in knowledge sharing and incorporate learnings from industry best practices

Annex: Illustrations of GenAI Implementation in Legal Practice

Step 1: Develop an AI adoption framework

Law practice(s) have adopted different approaches to oversee GenAI implementation:

Dentons Rodyk has adopted a facilitative and platform-agnostic approach, with a strong emphasis on education to promote responsible and effective use. Guided by an internal AI Committee, the firm has established comprehensive policy guidelines that strike a balance between innovation and ethical application. While tools like Microsoft Copilot are being deployed to enhance productivity across the organisation, access is granted only after employees complete in-house training seminars. These sessions go beyond foundational AI knowledge, covering ethical considerations, risk management, and practical skills such as prompt engineering to help users generate more accurate and valuable outputs.

R&T Singapore formed an AI Core Team comprising subject-matter experts across various domains:

- **Technology adoption specialist** to analyse product standards, oversee procurement, and implementation;
- **Cybersecurity specialist** to review security features and solution provider's safeguards;
- **Knowledge management** to curate and manage data for AI / Gen AI use, implement adoption of AI / GenAI, drive cultural change and innovate to use AI / Gen AI to streamline and facilitate lawyers' workflow;
- **Innovation lead** to assess relevance from innovation standpoint; and
- **Regional management counsel** and an **Executive Committee for Technology** to lead the firm's AI strategy, and set direction on AI adoption with an aim to improving operational efficiency, enriching the work environment and delivering better service.

WongPartnership has implemented a framework for AI safety that adopts a comprehensive approach to ensuring responsible user conduct by all stakeholders. The framework and its accompanying policies are made known to members of the firm, so that expectations, procedures, and rationales are understood by the entire firm. This clarity minimises the risk of inconsistent practices and addresses responsible GenAI use. Examples of matters addressed under the framework include:

- Data upload protocols, including restrictions on the use of sensitive data
- How to conduct risk assessments in relation to the use of data on GenAI platforms based on data classifications
- Appropriate approval mechanisms to facilitate oversight on the use of data in relation to GenAI platforms

Step 2: Diagnose and analyse needs

Examples of how law practice(s) tailor the use of AI to different tasks and needs:

Clifford Chance's approach provides a framework which demonstrates how firms can strategically segment their GenAI adoption across different levels of complexity and specialisation:

- At the first foundational tier, firms can implement everyday AI tools that enhance general productivity across the organisation. These include widely accessible solutions like Microsoft Copilot, which effectively assists in general drafting, modifying tone and language, and summarising content.
- The second tier focuses on AI tools designed for core legal capabilities, targeting specific functions such as contract review and e-discovery. These specialised tools require more focused deployment and training but can significantly enhance efficiency in defined areas of practice.
- The third and highest tier represents AI solutions designed to address complex, firm-specific needs that are not met by off-the-shelf solutions. These solutions are customised or self-built.

  Other firms, such as **Allen & Gledhill LLP** ("**A&G**"), are doing this as well. Supported by IMDA, A&G partnered with Singapore GenAI startup Pand.ai in **[**2024**]** to implement a customised platform for their lawyers to access and use a privately managed, on-premises LLM.[31] In the first six months of trials involving a few practice areas, A&G iteratively found a number of viable use cases for various practice areas where LLMs offered many optimisations in the quality and speed of researching, reviewing, drafting, and advising on specific aspects of complex matters.

  Such initiatives often involve collaboration with strategic partners and require substantial investment but can provide unique competitive advantages in specialised areas of practice.

Step 3: Identify and evaluate GenAI tools

R&T Singapore first identifies the challenges the firm is aiming to address through the adoption or implementation of an AI or GenAI tool, before conducting market research on such tools that may address these challenges. The firm then shortlists and evaluates tools using a checklist. A sample of checklist includes, among other things:

- Whether the firm's and client's data are used to train the AI / GenAI model;
- Whether the tools deal with hallucinations and bias;
- Whether the tools cite sources for their output;
- Information security and data privacy safeguards and standards;
- Whether the tools put in place access controls that observe the firm's information barriers arrangements and client confidentiality requirements;

[31] On-premises hardware and software refer to those managed within the company's IT infrastructure and ecosystem, as opposed to remotely or externally on cloud managed by a third-party.

- Data / prompt retention manner (cloud or on-premises server) and jurisdiction;
- The firm's budget;
- Functionalities and usability of the tools; and
- Training support provided by the AI / GenAI solution providers.

Step 4: Implementation and training

Clifford Chance established an Innovation Board to monitor AI usage firm-wide, supported by steering groups that test and provide feedback on the effectiveness of the tools.

R&T Singapore adopts a systematic approach to implementation:

- Engage subject-matter experts within the firm to identify the challenges the firm is aiming to address through the adoption of AI / GenAI tools and gather user requirements
- Implement controlled testing with small, targeted user groups
- Gather test users' feedback on and assessment of the products and provide survey reports and analysis to Executive Committee for Technology for decision making
- Conduct structured proof-of-concept exercises with vendors

WongPartnership adopts a structured approach when running pilot programs with GenAI technology vendors. Each practice area is represented by a small group, led by a designated team lead to support focused discussions. Participants receive onboarding training and attend regular touch-point sessions to facilitate feedback, address challenges, and discuss best practices. During the pilot, team members systematically document their use cases, outcomes, and assessment of tool functionality and issues. Such documentation supports thorough reviews and helps inform decisions about product refinement and adoption. At the end of the pilot, a custom survey is distributed to measure satisfaction and collect quantitative performance metrics. This process helps evaluate the practical utility, accuracy, and efficiency of Gen AI tools within each practice area and at an enterprise level.

Step 5: Continuous review and improvement

WongPartnership places particular emphasis on the ongoing assessment of its GenAI tools to ensure sustained effectiveness and adherence to professional standards. Following deployment, regular discussions with vendors are held to remain abreast of the latest developments and updates to the tools. This facilitates swift and responsive alignment of internal policies and procedures in addressing emerging technological advancements or potential risks. Post-deployment surveys are also conducted annually to track usage, evaluate utility, and collect user feedback. This structured approach comprising frequent vendor engagement and regular frontline evaluation illustrates one model of responsible technology adoption to maintain compliance and meet operational needs and objectives when using GenAI in legal services.

List of Contributors

In developing this Guide, the Ministry of Law is grateful for the contributions from:

Allen & Gledhill LLP

Clifford Chance Pte. Ltd.

Drew & Napier LLC

Dentons Rodyk & Davidson LLP

Infocomm Media Development Authority

KEL LLC

Law Society of Singapore

Luo Ling Ling LLC

Ministry of Digital Development and Information

National University of Singapore Faculty of Law

OC Queen Street LLC

Rajah & Tann Singapore LLP

Ramdas & Wong

Singapore Academy of Law

Singapore Corporate Counsel Association Ltd

Singapore Courts

Taxise Asia LLC

WongPartnership LLP