

AI Security and Data Usage with Westlaw and Practical Law

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FREQUENTLY ASKED QUESTIONS



This document explains Thomson Reuters' responses to frequently asked questions about the application of Artificial Intelligence ("AI") in **Westlaw** and **Practical Law**.

Protecting our customers' information is at the core of our information security strategy. Thomson Reuters maintains a reputation for providing reliable and trustworthy information across all its offerings, including a comprehensive information security management framework supported by a wide range of industry-leading security policies, standards, and practices.

Thomson Reuters Westlaw and Practical Law platforms use multiple types of models throughout the product but today the primary models include:

- *Machine learning*: This model drives the primary search engines in Westlaw and Practical Law, learns and adapts by using algorithms to analyze and draw inferences from patterns in data. The data used is primarily driven by user interactions in the platform. The non-text generating machine learning models used were developed by Thomson Reuters.
- *Generative AI*: This model focuses on generating new text based on language patterns and probabilities. Thomson Reuters currently uses third-party generative AI models.

Data Security and Storage

Q1: What types of data will be collected from users?

A1: Examples of types of data that are collected as user input on Westlaw and/or Practical Law include search queries, engagement with features, in-product feedback, and document interactions such as viewing, adding a note, delivery selections, and KeyCite links.

Q2: How does Thomson Reuters use my data to improve my own personal experience?

A2: Search queries and viewed documents are retained and appear in a user's research history, making it easier to retrieve and review prior research. Usage data is collected for billing purposes and shared with systems like QuickView+ and Westlaw Analytics for users to view for their own needs.

Research Recommendations and Folder Analysis are created based on each individual user's session interactions. These recommendations are unique to that user and displayed only to that user.

Q3: How does Thomson Reuters use my data to improve the experience of others?

A3: In Westlaw we de-identify the user and aggregate search query terms together with the results across all Westlaw users. Westlaw also uses that aggregated data to enhance search algorithms and other feature recommendations features within the product.

We also use that aggregated usage data e.g., viewing or delivery, to develop and improve product features, such as search result ranking and document recommendations. This process has been used in Thomson Reuters' proprietary search algorithms since 2010.

Additionally, Westlaw and Practical Law uses that data to improve product design by identifying functionality to focus on and improve based on frequency of user interaction with the product.

Q4: How do you treat confidential data in search queries?

A4: Thomson Reuters strongly encourages against including personal information or customer-specific data where it is not appropriate or required, such as in search queries, as this kind of data does not enhance the effectiveness of the search results. Customers are responsible for determining the content they input into our products, and for doing so in accordance with applicable laws.

Q5: Will the data be shared with third parties? If yes, what measures are in place to protect user privacy?

A5: Contractual controls are in place with Thomson Reuters' partners that expressly prohibit LLM providers from retaining or using Thomson Reuters' data to train their models.

To ensure the quality and relevance of responses, we share the queries that the user inputs into AI-Assisted Research and/or Ask Practical Law AI and the corresponding Thomson Reuters' search result data with the third party. This comprehensive approach allows for a tailored summary of Westlaw and/or Practical Law content in the final response.

For more information about our privacy policy and data sharing and retention practices, see the [Thomson Reuters Privacy Statement](#).

Q7: How long will Thomson Reuters retain customer-created annotations? Is there a data retention policy in place?

A7: Annotations made by the end user are stored in the appropriate geographical Thomson Reuters data centers according to data residency requirements for the life of the account. Annotations are saved in an encrypted state using the AES algorithm and are not accessible by Thomson Reuters employees. Users may delete annotation data at any time during their subscription.

Q8: What security measures are in place to prevent unauthorized access?

A8: Thomson Reuters Information Security Policies employ least privileged access principles. Access to non-public Thomson Reuters systems or information must be authenticated, including user access and interactions between systems. Prior to obtaining access to both standard and privileged accounts, users must be individually identified, and comply with Thomson Reuters' password standards, thereby reinforcing access controls.

AI Model Usage and Security

Q1: What security is in place when working with third party generative AI vendors?

A1: Thomson Reuters currently accesses the underlying AI model through Microsoft Azure North American-based servers and through a zero-retention API that entitles Westlaw and/or Practical Law customers the most advanced data security controls that Microsoft makes available.

Microsoft is contractually prevented from storing any customer data longer than needed to process requests. The life cycle of the data is equal to the https request, and there is no data written to disk.

For more information about Microsoft's AI privacy, see [Data, privacy, and security for Azure on OpenAI services](#).

Q2: What data is used to try to mitigate hallucinations or errors by Thomson Reuters' generative AI models?

A2: Westlaw and Practical Law products employ a Retrieval Augmented Generation (RAG) approach, grounding the Large Language Model (LLM) in Thomson Reuters' content when generating a response. Responses include source citations, enhancing transparency and allowing users to easily verify the underlying language supporting the response. Thomson Reuters strongly recommends customers validate all responses.

Q3: What data boundaries is your AI limited to?

A3: We run our AI models in Thomson Reuters defined boundaries using internal content. AI models are curated from Case, Statute, or Regulation information contained within Westlaw and/or Practical Law. As a principle, the data is controlled throughout its lifecycle by Thomson Reuters and governed by our Terms and Conditions with the data owners and is not shared with a third-party AI model provider to enrich their models.

Q4: Is any customer data used to train third party AI models?

A4: Thomson Reuters does not permit third party AI models to retain or train on customer data. We have robust policies and standards across Thomson Reuters to govern data and AI strategies, with dedicated programs to ensure quality and proper use of AI and LLM within the organization. We've adopted a set of AI and Ethics Principles and is available on our [AI@ Thomson Reuters](#) website.

Q5: Does Thomson Reuters leverage any customer inputs to train their own generative AI models?

A5: Thomson Reuters currently does not use customer inputs to train generative AI.

Q6: Does the user own the input and/or output?

A6: For more information, please visit our [Terms and Conditions](#), which govern the access and use of Thomson Reuters services.

Q7: Does Westlaw Precision with AI-Assisted Research or Ask Practical Law AI to require the user to upload work product?

A7: No. Westlaw Precision with AI-Assisted Research and Ask Practical Law AI both consider only the customer question as input. There are no options to upload documents into products.

Q8: Does the user have enterprise terms with the provider?

A8: Yes, contractual terms are in place with Thomson Reuters' partners or providers.

Q9: Are there any other generative AI products in beta?

A9: Yes, for more information please visit our [AI @ Thomson Reuters](#) website, which outlines AI announcements including beta services in Westlaw and Practical Law as well as other AI capabilities across Thomson Reuters.

For more information, contact your Thomson Reuters account representative.

