

Answers for your COLP

What a compliance officer asks before a firm puts client documents into an AI tool, answered against the Law Society's generative AI checklist. Every answer below is taken from Counsel AI's published terms, privacy notice and data processing agreement.

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1. The Law Society checklist, answered

Checklist point	Counsel AI
Vendor data and security	The application, its database and uploaded documents are held in Germany (Hetzner). Analysis runs on Anthropic's Claude API in the United States, under the UK International Data Transfer Addendum. The DPA and sub-processor list are published.
Training a third party's model?	No. Documents and results are not used to train models. Anthropic keeps API inputs for up to 30 days for safety checks, then deletes them. Uploaded documents are purged from Counsel AI after 90 days by default, configurable per organisation. Analysis results, which quote the document, stay in your review history for the life of the account; we delete them, or the whole account, on request.
Appropriate input data	Optional anonymisation removes personal data from a document before it is analysed.
Record inputs and outputs	Every analysis is written to an audit log: who ran which workflow on which document, and when. Administrators export it to CSV on every plan; results stay in review history.
Check outputs for accuracy	Statutory points are cited to the section and the legislation each workflow is built on links to legislation.gov.uk. Quotations are matched against your document, open points are tagged [verify], and the legislation is re-checked for amendments daily.
Liability and advice	Every result is a draft for solicitor review and says so. Counsel AI does not give legal advice; confirm your own PI cover for AI-assisted work.
Sign-in	Passkeys (Touch ID, Face ID, Windows Hello) or a one-time emailed link. There are no passwords to leak.

2. Where a document goes

1. You upload it to the Counsel AI application, which runs with its database and storage in Germany (Hetzner).
2. The text is sent to Anthropic's API in the United States to produce the analysis, under the UK International Data Transfer Addendum (or EU Standard Contractual Clauses where EU GDPR applies). Anthropic keeps API inputs and outputs for up to 30 days for trust-and-safety checks, then deletes them, and does not train on them.
3. The result comes back to the application. Quotations are checked against your document and statutory points are cited before you see it.
4. Retention in the application:

Uploaded documents (your Customer Content, including any original file we stored to read it) are deleted automatically once they are older than the configured retention period — **90 days by default**, and configurable per organisation. This deletion runs as a scheduled job on our infrastructure.

Analysis outputs are retained for the life of your account: they are the work product you paid for, and deleting them would remove your own history. You can ask us to delete them, and your account, at any time.

We also keep an **audit log** of actions taken in the Service — sign-ins, uploads, analyses run, and plan changes. It records metadata about those actions, never the contents of your documents, and it is retained beyond the document-retention period so it remains a reliable record. Organisation admins can export it at any time.

3. Sub-processors (from the DPA)

Sub-processor	Purpose	Location	Retention by that sub-processor
Anthropic, PBC	AI model (Claude API) used to generate outputs	USA	Up to 30 days for trust-and-safety, then deleted. Inputs and outputs are not used to train Anthropic's models. Zero-data-retention is not available for the Claude 5-series models the Service uses.
Hetzner Online GmbH	Hosting, database, object storage	EU (Hetzner Online GmbH, Germany)	For the life of the data in the Service.
Stripe	Subscription billing / payments (limited personal data)	EU/US	Per Stripe's own terms; no Customer Content is sent to Stripe.

4. Security (DPA, Article 32)

We implement appropriate technical and organisational measures appropriate to the risk, as set out in the Annex, including encryption in transit, access control, tenant isolation, and least-privilege administration.

Sign-in is by passkey (Touch ID, Face ID, Windows Hello or a security key) or a one-time emailed link; there are no passwords. Only an organisation's administrators can read or export its audit log, and the organisation is taken from the session, so one firm cannot request another's.

5. What Counsel AI does not do

It does not give legal advice: every result is a draft for review by a qualified solicitor, and says so. It does not send anything on your behalf. It does not train models on your documents.

6. The documents

Terms of service: counsel-ai.org/legal/terms · Privacy notice: counsel-ai.org/legal/privacy · Data processing agreement: counsel-ai.org/legal/dpa · Law Society, Generative AI – the essentials: lawsociety.org.uk · SRA Risk Outlook, the use of AI in the legal market: sra.org.uk

This pack maps Counsel AI's controls to published guidance. Neither the Law Society nor the SRA has reviewed or endorsed Counsel AI. Where this pack and the DPA differ, the DPA governs.