

# Access to Innovation

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# What is the **Access to Innovation** project?

- A new approach to regulating direct-to-public legal technologies
- Allows legal innovators to operate in a regulatory “safe zone”, serving consumers while complying with risk-based public protection requirements
- Objectives:
  - Facilitate access to justice
  - Enhance public protection
  - Spur legal innovation
  - Support regulatory re-evaluation
  - Educate legal professionals and the public



# Trends in legal service delivery

- 1: significant gaps in access to legal services
- 2: advancements in legal technology
- 3: consumer demand for tech-enabled services
- 4: innovation interests of legal professionals



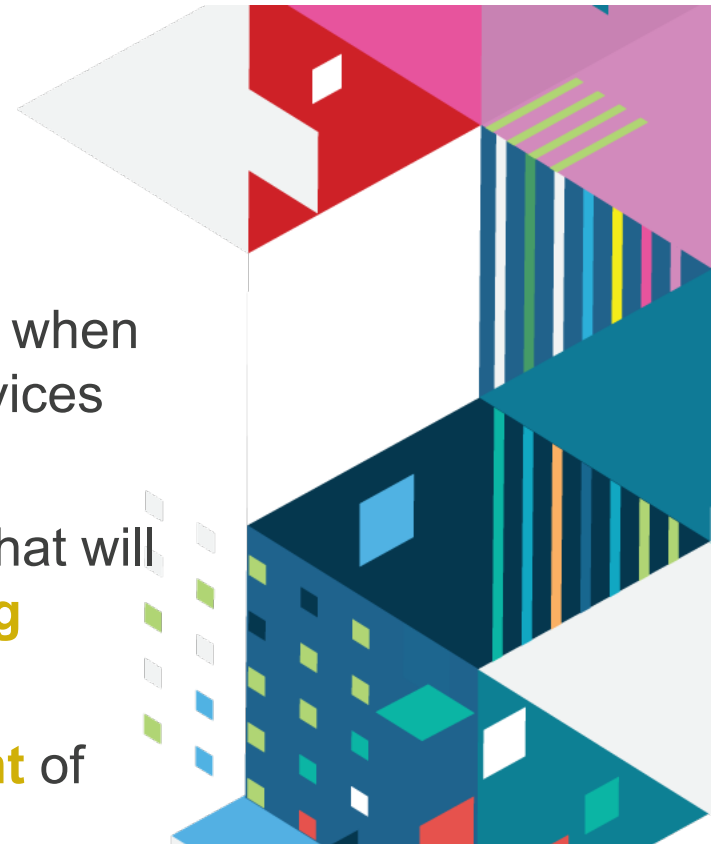
# The **regulatory sandbox** model

- Successfully implemented by financial services and securities regulators around the world, including the Ontario Securities Commission
- Adopted in countless other sectors: healthcare, energy, transportation, agriculture, etc.
- 2016: Solicitors Regulation Authority (UK)
- 2020: Utah Office of Legal Services Innovation
- 2020: Law Society of British Columbia
- 2021: Law Society of Ontario
- 2022: Law Society of Alberta



# How A2I works - **principles**

- Expanding public **access** to innovative technological legal services
- Exploring flexible new approaches to **protecting the public** from risk of harm when using innovative technological legal services
- Collecting information about outcomes that will support **evidence-based policy-making**
- Fostering the **responsible development** of innovative tools and services



# How A2I works – **regulating for key risks of harm**

- Failure to exercise legal rights or pursue legal recourse as a result of ignorance, inadvertent error, or poor-quality legal services
- Purchase of unnecessary or inappropriate legal services
- Exposure or sale of confidential client data to third parties
- Inability to seek redress or recompense from a legal service provider that has failed to provide the service expected or agreed



# How A2I works – **key operating conditions**

- Quality assurance
- Disclosure to consumers
- Data collection and reporting
- Data security and privacy protocols
- Harm prevention plans
- Complaints resolution processes
- Insurance
- Auditing



# How A2I works – **roadmap**



Innovator submits application



A2I Advisory Council reviews and makes approval recommendation



LSO makes approval decision



Innovator provides services to consumers while complying with A2I requirements



Upon completion of A2I operating period, LSO evaluates innovator's performance, issues permit to successful participants



A2I team reports annually to Convocation to support regulatory policy-making



# A2I Advisory Council

- **Lynne Vicars (Chair)** – Lynne Vicars ADR
- **Carla Swansburg (Vice-Chair)** – Cleary X
- **Andrew Arruda** – Automate Medical
- **Rui Chen** – TalentLift
- **Jennifer Gold** – Wood Gold LLP
- **Kingsley Jesuorobo** – Kingsley Jesuorobo & Associates
- **Neelam Jolly** – Payments Canada
- **P. Bradley Limpert** – Limpert & Associates
- **Ghayda Nassar** – Liberty Cybersecurity
- **Amy Salyzyn** – University of Ottawa Faculty of Law
- **Nye Thomas** – Law Commission of Ontario
- **Thomas Wardman** – CPA Canada



# A2I Stakeholder Roundtable

- Ministry of the Attorney General for Ontario
- Department of Justice Canada
- Ontario Superior Court of Justice
- Ontario Bar Association
- Federation of Ontario Law Associations
- Toronto Lawyers Association
- Ontario Paralegal Association
- L'Association des juristes d'expression française de l'Ontario
- Ontario Trial Lawyers Association
- The Advocates' Society
- Roundtable of Legal Diversity Associations
- North Peel & Dufferin Community Legal Clinic



# Engaging the legal community

- Outreach to legal sector organizations
- Speaking engagements
- [iso.ca/A2I](https://iso.ca/A2I)
- Social media, ORs, and licensee updates
- A2I newsletter



# Keep in touch!

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