

# Survey for LawTech Service Providers in Hong Kong

## 1. Company Information

- Company Name: \_\_\_\_\_
- Year Established: \_\_\_\_\_
- Year commencing to actively sell LawTech products or service in the Hong Kong market: \_\_\_\_\_
- Company Website (if any): \_\_\_\_\_
- Location of Headquarters: \_\_\_\_\_
- Primary Market(s) Served: \_\_\_\_\_
- Company Size (Number of Employees): \_\_\_\_\_

Overall:

- ☐ 1-10
- ☐ 11-50
- ☐ 51-100
- ☐ 101-500
- ☐ 500+

In Hong Kong:

- ☐ 1-10
- ☐ 11-50
- ☐ 51-100
- ☐ 101-500
- ☐ 500+

## 2. Contact Information

- Primary Contact Person: \_\_\_\_\_
- Position/Title: \_\_\_\_\_
- Email Address: \_\_\_\_\_
- Phone Number: \_\_\_\_\_

### 3. LawTech Products or Services Overview

- Please list the LawTech products or services currently offered by your company for the Hong Kong legal services market:

#### **Product or service No.1**

Name: <i>(with link(s) of video demonstration, if any)</i>	
Launch year:	
Voice input supported <sup>1</sup> :	
User interface language supported <sup>2</sup> :	
Target users:	<input type="checkbox"/> Private practitioners <input type="checkbox"/> Disputes <input type="checkbox"/> Non-disputes <input type="checkbox"/> Others (please specify): _____ <input type="checkbox"/> In-house counsel <input type="checkbox"/> Legal academia <input type="checkbox"/> Law students <input type="checkbox"/> Others (please specify): _____
Core technologies <sup>3</sup> :	
Main functions and typical use cases:	<input type="checkbox"/> Blockchain in law <input type="checkbox"/> Collaboration and productivity <input type="checkbox"/> Compliance and risk management <input type="checkbox"/> Cybersecurity <input type="checkbox"/> Document management

<sup>1</sup> E.g. Cantonese, English, Mandarin, others.

<sup>2</sup> E.g. Traditional Chinese, Simplified Chinese, English, others.

<sup>3</sup> E.g. generative AI, natural language processing, machine learning, expert systems, cloud computing, robotic process automation, blockchain etc.

	<input type="checkbox"/> Document or contract automation and drafting <input type="checkbox"/> Document or contract review, redlining, analysis and extraction <input type="checkbox"/> E-Discovery <input type="checkbox"/> End-to-end contract lifecycle management <input type="checkbox"/> Knowledge management <input type="checkbox"/> Legal artificial intelligence (AI)-powered chatbot <input type="checkbox"/> Legal research <input type="checkbox"/> Legal spend management system <input type="checkbox"/> Litigation analytics (e.g. litigation outcome, cost estimates) <input type="checkbox"/> Litigation management <input type="checkbox"/> Meeting, hearing and event support (e.g. real-time transcription and interpretation) <input type="checkbox"/> Online dispute resolution <input type="checkbox"/> Practice management system (e.g. accounting and other administrative functions) <input type="checkbox"/> Timekeeping <input type="checkbox"/> Training and capacity building <input type="checkbox"/> Transaction management <input type="checkbox"/> Translation <input type="checkbox"/> Workflow automation and management (e.g. project management systems) <input type="checkbox"/> Others (please specify): <hr/>
Pricing arrangement <sup>4</sup> :	

<sup>4</sup> E.g. Per user, per matter, per document based on volume or storage size.

**Product or service No.2**

Name: <i>(with link(s) of video demonstration, if any)</i>	
Launch year:	
Voice input supported:	
User interface language supported:	
Target users:	<input type="checkbox"/> Private practitioners <input type="checkbox"/> Disputes <input type="checkbox"/> Non-disputes <input type="checkbox"/> Others (please specify): _____ <input type="checkbox"/> In-house counsel <input type="checkbox"/> Legal academia <input type="checkbox"/> Law students <input type="checkbox"/> Others (please specify): _____
Core technologies:	
Main functions and typical use cases:	<input type="checkbox"/> Blockchain in law <input type="checkbox"/> Collaboration and productivity <input type="checkbox"/> Compliance and risk management <input type="checkbox"/> Cybersecurity <input type="checkbox"/> Document management <input type="checkbox"/> Document or contract automation and drafting <input type="checkbox"/> Document or contract review, redlining, analysis and extraction <input type="checkbox"/> E-Discovery

	<input type="checkbox"/> End-to-end contract lifecycle management <input type="checkbox"/> Knowledge management <input type="checkbox"/> Legal AI-powered chatbot <input type="checkbox"/> Legal research <input type="checkbox"/> Legal spend management system <input type="checkbox"/> Litigation analytics (e.g. litigation outcome, cost estimates) <input type="checkbox"/> Litigation management <input type="checkbox"/> Meeting, hearing and event support (e.g. real-time transcription and interpretation) <input type="checkbox"/> Online dispute resolution <input type="checkbox"/> Practice management system (e.g. accounting and other administrative functions) <input type="checkbox"/> Timekeeping <input type="checkbox"/> Training and capacity building <input type="checkbox"/> Transaction management <input type="checkbox"/> Translation <input type="checkbox"/> Workflow automation and management (e.g. project management systems) <input type="checkbox"/> Others (please specify): <hr/>
Pricing arrangement:	

*(Please give details on a separate sheet to be attached to your submission if there is insufficient space or you provide more than two LawTech products or services.)*

#### 4. Adoption and Usage

- Number of active clients / users in Hong Kong: \_\_\_\_\_
  
- Types of use cases utilized by active clients in Hong Kong:
  - ☐ Blockchain in law
  - ☐ Collaboration and productivity
  - ☐ Compliance and risk management
  - ☐ Cybersecurity
  - ☐ Document management
  - ☐ Document or contract automation and drafting
  - ☐ Document or contract review, redlining, analysis and extraction
  - ☐ E-Discovery
  - ☐ End-to-end contract lifecycle management
  - ☐ Knowledge management
  - ☐ Legal AI-powered chatbot
  - ☐ Legal research
  - ☐ Legal spend management system
  - ☐ Litigation analytics (e.g. litigation outcome, cost estimates)
  - ☐ Litigation management
  - ☐ Meeting, hearing and event support (e.g. real-time transcription and interpretation)
  - ☐ Online dispute resolution
  - ☐ Practice management system (e.g. accounting and other administrative functions)
  - ☐ Timekeeping
  - ☐ Training and capacity building
  - ☐ Transaction management
  - ☐ Translation
  - ☐ Workflow automation and management (e.g. project management systems)
  - ☐ Others (please specify): \_\_\_\_\_

## 5. Integration and Interoperability

- Are your lawtech solutions or services designed to integrate with other platforms including but not limited to document or contract management systems, practice management or case management systems, communication tools, Microsoft suite etc. commonly used in Hong Kong?
- ☐ Yes
- ☐ No

If yes, please specify which solutions or services and what application programming interfaces (APIs) and interoperability features are available. Please also specify whether such integrations are readily available:

## 6. Trustworthiness, Transparency and Benchmarking

- Do your AI product(s) or service(s) undergo regular external benchmarking or validation for accuracy and reliability on Hong Kong legal datasets?
- ☐ Yes
- ☐ No
- ☐ My company does not offer any AI product or service.

If yes, please describe the benchmarking or validation processes (supporting policy or other materials welcomed):

- Are there measures in your AI product(s) or service(s) to address concerns such as hallucinations, bias and AI transparency?

☐ Yes

☐ No

☐ My company does not offer any AI product or service.

If yes, please describe the measures (supporting policy or other materials welcomed):

## 7. Cybersecurity and Data Security

- Who has access to end users' data (including documents or information uploaded and prompts entered) received by each of your LawTech product or service? Are there granular access controls?

- For how long will end users' data be retained for each of your LawTech product or service?



- If your LawTech product(s) or service(s) have AI component(s), will your LawTech product or service train on end users' data?

☐ Yes

☐ No

If yes, please describe how end users' data will be used and for what purposes:

- If your LawTech product(s) or service(s) has AI component(s), will the third party AI providers be able to access and/or train on end users' data?

☐ Yes

☐ No

If yes, please describe how end users' data will be used and for what purposes. Please also specify any precautions that have been put in place to ensure that the data received by the third party AI providers is securely and properly handled:

- Are there measures in your LawTech products or services to address cybersecurity and data security concerns?

☐ Yes

☐ No

If yes, please describe the measures (supporting policy or other materials welcomed):

## 8. Training and Support

- Does your company provide training, educational materials or other forms of support for Hong Kong legal professionals using your LawTech product(s) or service(s)?

☐ Yes

☐ No

If yes, please describe (supporting policy or other materials welcomed):

- Is your post-sales support team based in Hong Kong?

☐ Yes

☐ No

If no, please state the location(s) where your support team is based:

- Is the implementation and delivery team based in Hong Kong?

☐ Yes

☐ No

If no, please state the location(s) where your implementation and delivery team is based:

- Is your software development team based in Hong Kong?

☐ Yes

☐ No

If no, please state the location(s) where your software development team is based:

## 9. Future Plans

- Does your company plan to launch new LawTech features, products or services specifically for the Hong Kong legal services market within the next 12 months?

☐ Yes

☐ No

If yes, please describe if possible:

**10. Willingness to be Contacted for Future Engagement**

- May the Department of Justice contact you for discussions on future collaborations?

☐ Yes

☐ No

**11. Expression of Interest for being an Exhibitor in DoJ LawTech Events**

- Do you wish to be an exhibitor or otherwise participate (e.g. contribution of expert speakers or conducting capacity-building workshops) at LawTech events organised by the Department of Justice in future?

☐ Yes

☐ No

*(If you indicate “yes”, the Department of Justice may contact you for further discussions.)*

**12. Market and Competitive Landscape**

- What are the biggest challenges your customers face in adopting legal technology? *(Rank top 3)*

Data security and privacy concerns

High costs

Lack of integration with existing systems

Regulatory compliance issues

Resistance to change

Others (please specify): \_\_\_\_\_

- How do you differentiate your product(s) or service(s) from competitors? *(Select all that apply)*

- ☐ AI/advanced features
- ☐ Better user experience
- ☐ Lower pricing
- ☐ Stronger security and compliance
- ☐ Superior customer support
- ☐ Others (please specify): \_\_\_\_\_

### 13. Additional Comments or Suggestions

#### **Important Notices:**

##### **Publication Consent *(Please select one)***

- ☐ My company **understands and agrees** that the information provided in this survey, **including personal data**, may be published by the Department of Justice as part of the survey results and confirms that consent from the personal data subjects has been obtained.
- ☐ My company **understands and agrees** that the information provided in this survey, **except for personal data**, may be published by the Department of Justice as part of the survey results.

##### **Single Submission**

Each company should only submit one survey. Duplicate surveys will not be processed.

##### **Personal Data**

###### **Purpose of collection**

Personal data provided in this survey will be used by the Government of the Hong Kong Special Administrative Region to map the current state of Hong Kong's legal technology and services (including generative AI and AI-powered solutions and services), enhance industry exchange and collaboration, and provide references for future policy-making for advancing the effective use of legal technology and AI in

the legal and dispute resolution services industry in Hong Kong. The provision of personal data in this survey is voluntary.

Access to personal data

Under the Personal Data (Privacy) Ordinance (Cap. 486), the individual to whom personal data belongs has the right of access and correction with respect to personal data provided.

Enquiries concerning personal data

Enquiries concerning personal data collected in this survey, including the making of requests for access and corrections, should be addressed to the Department of Justice by email at [lead@doj.gov.hk](mailto:lead@doj.gov.hk).

Please submit the completed form by email to: [lead@doj.gov.hk](mailto:lead@doj.gov.hk)

Subject line: **[Your Company Name] LawTech Service Providers  
Survey Submission**

Date of Submission: \_\_\_\_\_