DNVJ | SØNDERBORG

Falck Legal & Compliance and AI

4 MAY 2024

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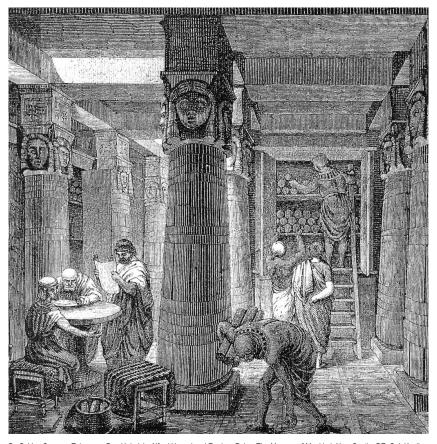# How to get started with AI

This guy

Source: https://www.flickr.com/photos/korymatthew/14211839966. Licensed under CC Attribution 2.0 Generic (https://creativecommons.org/licenses/by/2.0/)

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How to improve commercial contracting with AI

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This place

By O. Von Corven - Tolzmann, Don Heinrich; Alfred Hessel and Reuben Peiss. The Memory of Mankind. New Castle, DE: Oak Knoll Press, 2001, Public Domain, https://commons.wikimedia.org/w/index.php?curid=2307486

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How to integrate AI in your CLM in a practical way

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These twins

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How to handle the risks

This thing

A bit of introduction

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- Head of Data Privacy & Digital Legal, Group DPO, Falck
- Attorney-at-law, FIP, CIPP/E, CIPM, CISM

- External associate professor, IT law, IT contract law, and data protection, University of Copenhagen

- Group DPO and Senior Legal Counsel, NNIT
- Legal Counsel, Atea
- Attorney-at-law and assistant attorney in Danish top-tier law firms

- Master of laws, University of Copenhagen
- LLM, University of Virginia

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Falck at a glance

Falck delivers key healthcare services across preventive, acute and rehabilitative care

	Preventive	Acute	Rehabilitative
Emergency ambulance		•	
Emergency travel assistance		•	
Firefighting and prevention	•	•	
First aid courses and kits	•		
Healthcare checks	•		
Labour market services			•
Mental healthcare	•	•	•
Online doctor-on-call	•	•	•
Patient transportation		•	•
Physical healthcare	•	•	•
Remote home monitoring	•	•	•

Founded	Services in 2023	Revenue DKKm 2023	Highly skilled professionals	Countries
1906	9.4 million	11,913	+25,000	26

Our strategic strongholds

US / California

Market attractions
- California is a "G7-sized economy1" with the biggest global per capita spend on healthcare
- Big opportunity to bring down spending and strains on healthcare systems with a high willingness to pay and openness to innovation

Falck's position
- A leading Californian 911 position
- Emerging position within Mobile Health market and similar adjacent services

LATAM / Colombia

Market attractions
- Developing economies with ~ 650m population2.
- Growing middle classes seeking better healthcare services in a market with scarce healthcare resources
- Colombia is the third largest economy in South America, and lack of a publicly funded healthcare system facilitates innovation

Falck's position
- A leading provider with strongholds in Colombia, offering subscription-based pre- and post-hospital services
- Globally leading digital healthcare services

Europe / Scandinavia

Market attractions
- Mature market with generally publicly funded healthcare systems – challenged financially and capacity wise with high demand for new solutions
- Large, growing and affluent B2B/B2C markets

Falck's position
- Falck's home market and a position of strength
- A fully integrated pan-Scandinavian healthcare provider
- A partner and a supplement to public healthcare systems
- Expanding EMS positions into the emerging market for mobile healthcare services

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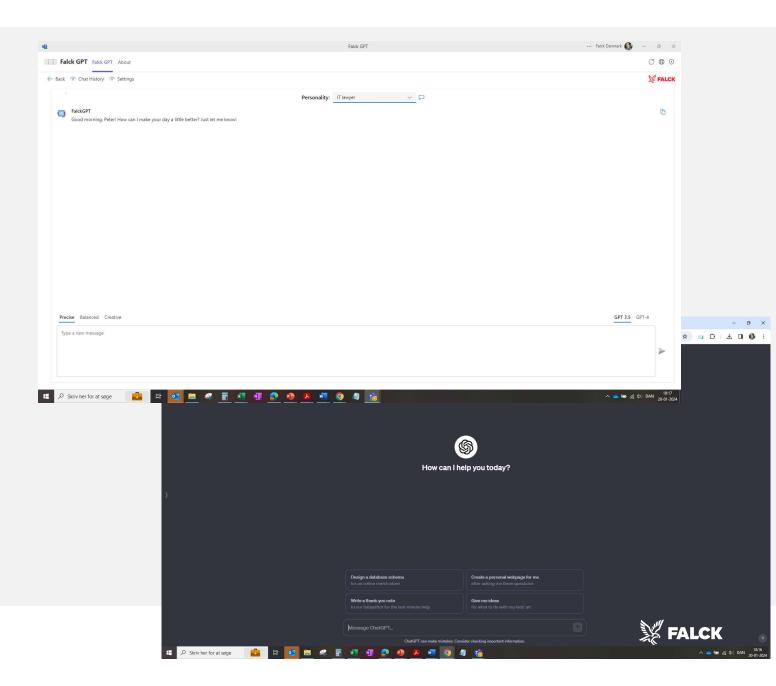
What Yoda has to do with AI...

Try it!

Miguel's Aha! moment

What do I say?

Can FalckGPT understand me?

A conversation!

Contract Review Tool

Clause Library

Decision Making

Conclusions on Global Legal review

The contract is exceedingly favorable towards the customer. As a prudent course of action, it is advisable that Falck submit a non-binding offer, contingent upon the successful negotiation and amendment of the contractual terms to ensure a mutually satisfactory agreement.

No Cap on Liability and No Exclusions of Losses

-

No Indexation

-

Back-to-back Agreement

-

Risk Matrix

Specific Authorization

Clause	Authorization
	No liability cap is subject to approval by

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Contract Lifecycle Management

More use cases

Falck GPT | Falck GPT | About

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Good morning, Peter

Welcome to our app. Unleash GPT-4's magic in a secure environment.

Chat	Ask PDF	Text to Code, Code to Text

Summarize meeting	Translate Documents

AI can be used for many different things
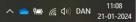
- Good usecases
  - Review of documents – based on a specific training set
  - Translation
  - Summarisation
  - Contracts
  - Notes/minutes
  - Compilation/analysis of data/information
  - Creative production
- Bad usecases
  - Fact-finding (depending on the model) → hallucinations
  - Reason-based decision (logic reasoning)
  - Mathematical calculations

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Risks...

Risks associated with the use of AI models

Special AI risks

Disclosure of information to third parties (confidentiality)
When training the AI foundation model, the supplier *may use* fine-tuning and prompt data and input for training purposes. In this way, business information is disclosed to third parties

Hallucinations and errors in generated responses (integrity)
The AI model can create output that is not correct as a result of errors in training data and algorithm conditions. These errors can have a significant impact on outputs or processes controlled by the model.

Bias in generated responses (integrity)
The AI model can create outputs that are not correct due to distortion in training data/training – if training data does not represent all relevant groups, situations or perspectives. These errors can have a significant impact on outputs generated or processes controlled by the model.

Black-box
Internal workflows are hidden or not clearly understandable to the user. This leads to a lack of transparency and transparency about how the model generates output or makes process decisions.

Intellectual Property
Many questions remain unanswered – ownership to input/output/prompts. Indented or unintended infringement. Training data. Data "memorization".

Possible reduction of risk

- Risk assessment/impact assessment and data/purpose classification to scale controls

- Solid AI governance model – policies, processes and guidelines

- Training of employees

- Contractual regulation of secondary training via business information.

- Anonymisation checks

- Technical and organisational controls for fine tuning and prompt design (ban, anonymisation)

- Check for training process in relation to model fine tuning

- Check for prompt design

- Check for output moderation

- Documentation and logging of training, prompting, output/decisions

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Navigating the risks

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How? - Basic choices in designing an AI policy

Prohibition

- Unauthorised Use
- Unrealistic
- Technology and competition

Controlled deployment

- Risk-based approach
- Lack of control
- Legal grey areas

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Tips & tricks

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Tips & Tricks

Try it!

Dream big or go home!

Be nice (or rude) to your AI!

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Thank you and please connect!

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