



CUSTOMER CASE STUDY: GDPR COMPLIANCE REVIEW

UK Retail Bank



Business background

A multinational retail bank and financial services company approached Luminance to assist with a compliance review for the General Data Protection Regulations (GDPR).

This new legislation, which overhauls data privacy regulation across the EU, required the bank to qualify which of its contracts would need to be amended before the regulations came into force. With just months to the deadline, and thousands of contracts potentially within the scope of the project, carrying out a detailed and cost-effective review was vital. The bank decided to employ Luminance to assist with the project as it was the only technology that could adapt to the timeframes required.

Project

All potentially relevant documents were uploaded securely into Luminance from the bank's own servers. The GDPR review took place in two phases. The first focused on 'qualifying' – identifying and sorting contracts that required amendment from those that were already compliant with GDPR.

To do so, the team used Luminance's advanced clustering feature, which uses pattern-recognition algorithms to automatically group documents based on their conceptual similarities. Reviewers could easily identify groups of contracts following the same template, finding that just a handful of documents in each cluster needed to be examined in depth. This provided confidence that all other documents in the group were similar enough to not require further detailed review.

85% less time
spent on
GDPR contract
compliance review

Key result

Review time per document reduced from 40 to six minutes on average

Key result

The team sorted the documents as they worked, into tasks ranging from 'High Priority' to 'Out of Scope'. Luminance accelerated this process to the extent that nearly 300 documents were qualified by two team members in just one day.

The second phase of review involved a more detailed look into documents identified as 'High Priority' by conducting an intensive review against Data Protection and Personal Information clauses. Users tagged just one example of each new concept during their normal workflow. Luminance then identified and tagged other clauses with similar wording across the project. In this way, all the relevant clauses were identified and labelled across thousands of documents extremely quickly.

The compliance team used Luminance's sophisticated annotation functionality to keep track of any clauses that could require re-drafting. These notes, alongside other key information, were exported into a report, which was provided to the bank's external legal advisors.

Benefits

The bank estimated that using previous review methods the project would have taken nearly 350 hours, or nine working weeks, of manual review. With Luminance, the project was completed in just seven days, representing a time saving of 85%.

The team found Luminance intuitive and easy to use, fitting seamlessly into their existing workflow. They appreciated the speed of the machine learning – with Luminance able to identify new clauses after just a few examples being provided – and the fact that this new understanding is retained for future projects the bank undertakes, ensuring the time savings will increase into the future.

About Luminance

Luminance is the leading artificial intelligence platform for the legal profession. Trained by legal experts, the revolutionary technology is founded on the latest breakthroughs in pattern recognition and machine intelligence. Luminance reads and understands contracts and other legal documents in any language, finding significant information and anomalies without any instruction. No set-up or customisation is required – Luminance can be ready to use on your first project in under a day. Whether used for due diligence, compliance, insurance or contract management, Luminance adds value to a legal team, freeing lawyers to focus on what matters.