HF70 Policy AI First Prototype

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🔗 Figma

Timeline

Feb 12, 2024 — Title and Abstract

Contextualized Literature

March 20, 2024 — First Prototype (Demo)

Ethics/Fairness Considerations

Evaluation w/ users

May 6, 2024 — Final Report, Presentation
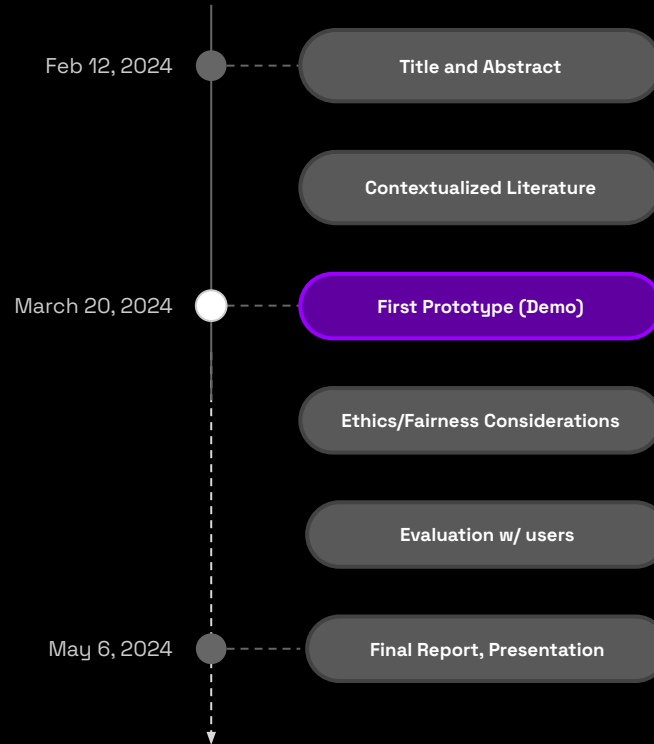
Introduction

Information Architecture

User Experience

Prototype Screens

Misunderstanding 📄 privacy policies or legal contracts poses significant user problems

It can lead to unwarranted consent to unfavorable or adverse terms, compromising personal data security and legal or privacy rights without clear awareness of the implications. This issue is particularly acute in sectors like technology, healthcare, finance, and e-commerce, where it can significantly impact consumer rights and privacy.

Insights and diagram from Termly

- **39%** of users would likely turn away from a company that required them to provide highly personal information. (Akamai)
- **1 in 5 users** always or often reads a company's privacy policy before agreeing to it. (Pew Research Center)
- **48%** of users have stopped buying from a company over privacy concerns. (Tableau)
- **33%** of users have terminated relationships with companies over data. (Cisco)
- **71%** of the world's countries now have data privacy legislation in place, and another **9%** have drafts moving through their governments. (UN)

Introducing LegalEaseAI

In the era of digital ubiquity, where **reading through verbose legal documents** becomes an **overwhelming challenge**, **LegalEaseAI** emerges as a **smart Chrome extension solution** tailored to **summarizing privacy policies and lease agreements.**

Our product's summary capabilities offer **transparency and assurance** to people prior to engaging in critical commitments such as entering lease agreements or subscribing to online services. Oftentimes, failure to understand these agreements can negatively affect people's finances or legal standings or risk their privacy and data security.

Powered by **transformer-based models akin to GPT** that are fine-tuned for legal texts, LegalEaseAI distills these documents into **succinct summaries** with clear, categorized explanations of essential terms and provisions. Users are also able to ask **follow-up questions or highlight parts** of legal agreements that may be confusing to them, enabling the extension to expand for further clarification.

Whether you are looking to rent your first apartment or finally set up an account with TikTok, **LegalEaseAI can equip people with the knowledge to make well-informed decisions with ease, saving valuable time and providing some peace of mind.**

LegalEaseAI

Privacy policy ▾   Summarizer ▾   A+   A−

What information does REVOLVE collect about customers?

Here are the summarized points about the information they collect:

Registration and Profile Information

When creating an account, placing an order, or requesting stylist appointments, you provide your name, email, phone number, payment info, billing/shipping

Payment Information

Payment details are collected during purchases. A third-party service might handle the transactions and receive your payment information.

Communications

Information from direct interactions with us, like contacting customer service, including your name, email, phone number, message contents, and any attachments. Calls may be recorded for various purposes.

Other Provided Information

Data from using features like virtual try-ons, including potentially sensitive data like hand or face

↪ Registration   ↪ Location Information

Ask a follow up...

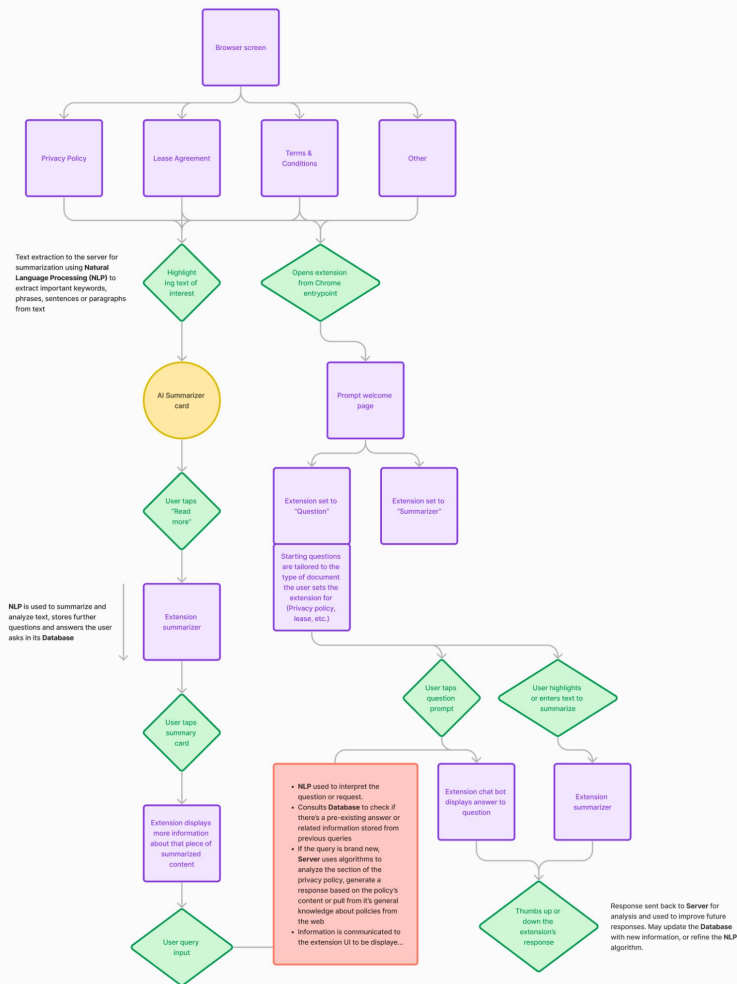Introduction

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Technology Architecture Diagram

Users will have the opportunity to get summarizations about sections of privacy policies or legal agreements for further clarification before choosing to accept them.

Users may ask follow up or new questions about areas of the policy for further understanding.
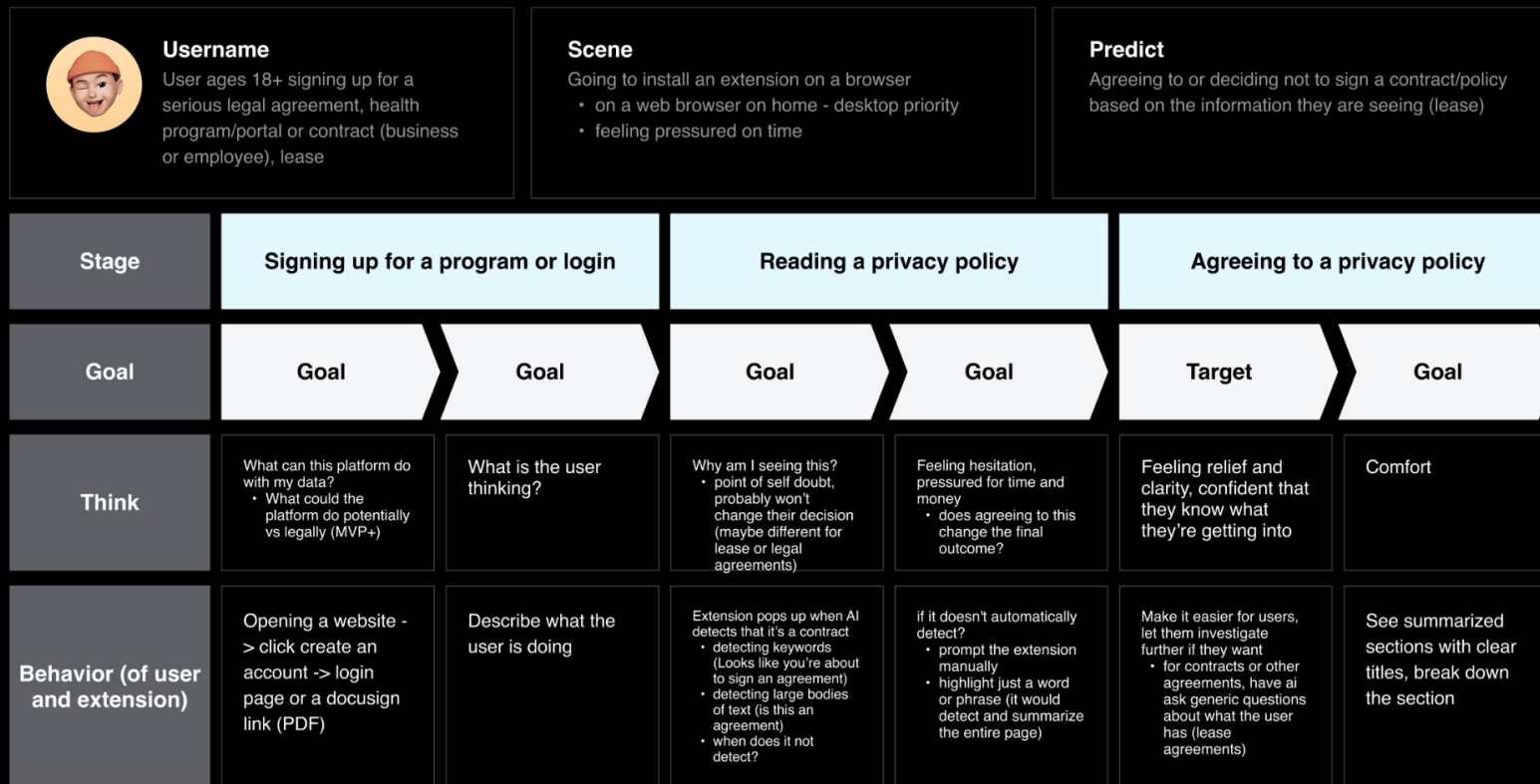
🔗Full diagram link

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User Journey Map

Username
User ages 18+ signing up for a serious legal agreement, health program/portal or contract (business or employee), lease

Scene
Going to install an extension on a browser
- on a web browser on home - desktop priority
- feeling pressured on time

Predict
Agreeing to or deciding not to sign a contract/policy based on the information they are seeing (lease)

Stage	Signing up for a program or login		Reading a privacy policy		Agreeing to a privacy policy	
Goal	Goal	Goal	Goal	Goal	Target	Goal
Think	What can this platform do with my data? • What could the platform do potentially vs legally (MVP+)	What is the user thinking?	Why am I seeing this? • point of self doubt, probably won't change their decision (maybe different for lease or legal agreements)	Feeling hesitation, pressured for time and money • does agreeing to this change the final outcome?	Feeling relief and clarity, confident that they know what they're getting into	Comfort
Behavior (of user and extension)	Opening a website -> click create an account -> login page or a docusign link (PDF)	Describe what the user is doing	Extension pops up when AI detects that it's a contract • detecting keywords (Looks like you're about to sign an agreement) • detecting large bodies of text (is this an agreement) • when does it not detect?	if it doesn't automatically detect? • prompt the extension manually • highlight just a word or phrase (it would detect and summarize the entire page)	Make it easier for users, let them investigate further if they want • for contracts or other agreements, have ai ask generic questions about what the user has (lease agreements)	See summarized sections with clear titles, break down the section

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Entrypoint 1

> ## A Google Chrome extension accessed by Chrome's extension entrypoint

Users can access the side extension by selecting it from their list of Chrome extensions in the Browser entrypoint
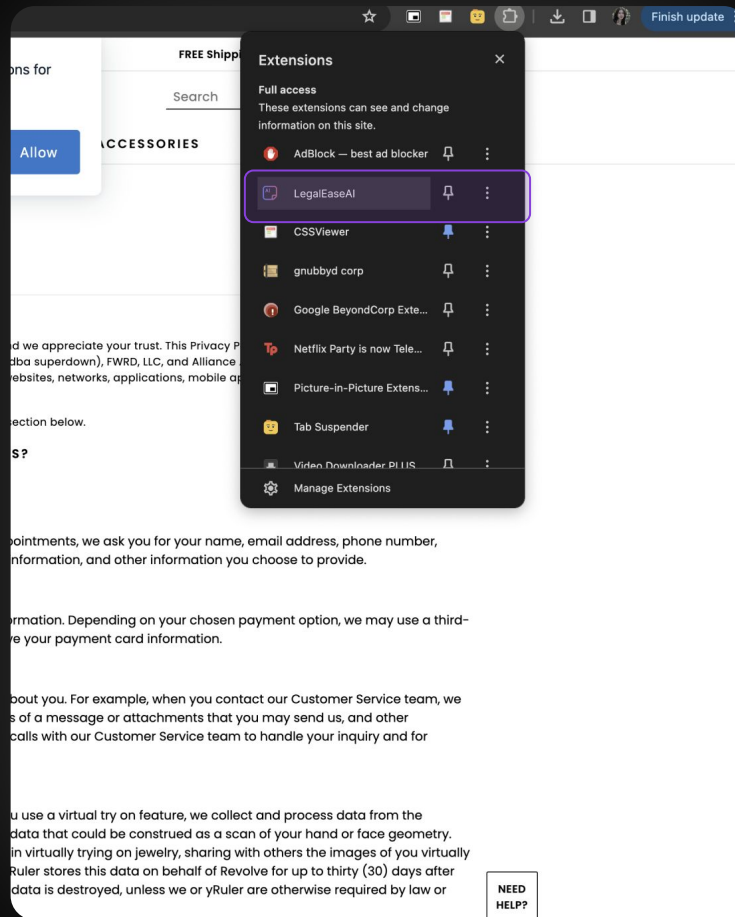
Entrypoint 2

A Google Chrome extension accessed by highlighting certain areas of text

Users can highlight key words or areas of text in a privacy policy that they may be confused about. Our extension will recognize that it is a common phrase or term used in a legal agreement, and surface a tooltip that explains what is being highlighted.

Users can "Read more" to open the side extension for further descriptions, or to ask follow up questions.

Extension menu options

Users will be able to manually select which type of document they are viewing, in order to tailor the GPT's responses more precisely.

Options include:
- Property lease
- Employee contract
- Terms & Conditions
- Other (will output more general responses)

Users will also be able to choose which kind of extension view they are looking at, tailored to summarizing parts of legal text, or asking questions about the entire document type
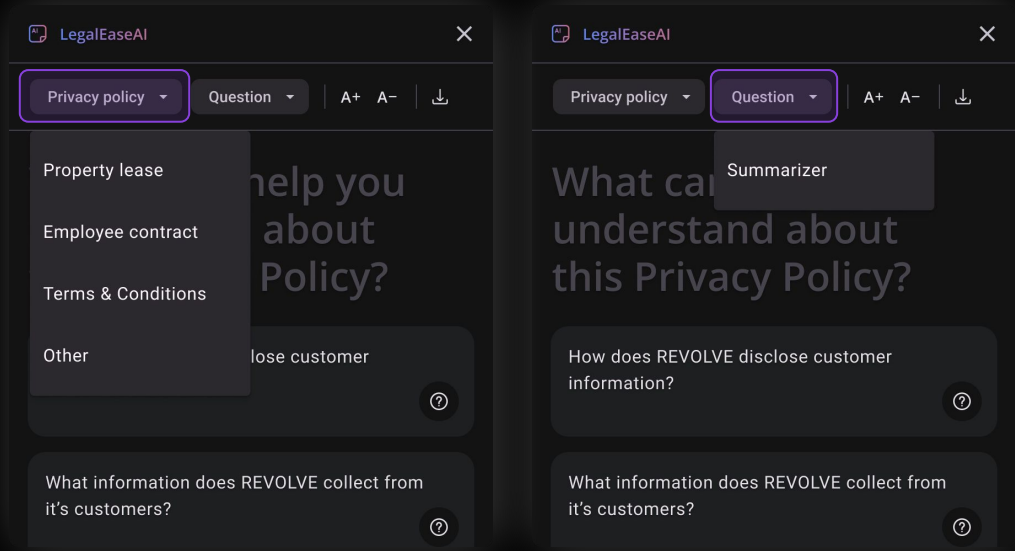
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Extension document options

Example prompt questions change based on the document type the user chooses. This setting may also help refine the Database the GPT pulls information from, tailored to specific document types.

LegalEaseAI

Privacy policy ▾   Question ▾   A+ A−

How can I help you understand this Privacy Policy?

How does this policy disclose customer information?

What information does this policy collect from it's customers?

How does this company use the information they collect?

Explain to me my privacy rights and choices

ⓘ Policy ReaderAI simplifies privacy policies and legal agreements for easier understanding, not offering legal advice. Always consult the original documents or a legal professional for critical matters.

Enter a question here

LegalEaseAI

Lease ▾   Question ▾   A+ A−

How can I help you understand this lease?

How long is the lease term, and is there an option to renew?

How much is the rent, and when is it due?

What's included in the rent?

What are the terms for renewing or terminating the lease early?

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Enter a question here

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Extension tool options

Question
User may ask questions about the document itself. The homepage of the extension provides example prompt questions that the user may ask themselves before agreeing to a policy or lease. The questions will change based on the document type the user selects. This setting mode utilizes the AI's Database and Server to check if there are pre-existing answers stored from previous queries.

Summarizer
The user can prompt the summarizer by highlighting chunks of document text, or copy and pasting it below. This utilizes Natural Language Processing (NLP) capabilities to summarize and analyze the text

Disclaimer message to let users know that this is not official legal advice, but more a tool for further understanding

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LegalEaseAI

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Enter a question here

LegalEaseAI

Privacy policy ▾   Summarizer ▾   A+ A−

How can I help you understand this Privacy Policy?

Highlight the text that you would like ReaderAI to summarize, or enter below ✎

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Enter text to summarize here

Summarizer

Breaking down long areas of text into digestible parts

Summarizer breaks down text into summary cards with the title of each section highlighted as a badge on each card.

Users may select a pre-populated follow up from the options displayed, or type their own.
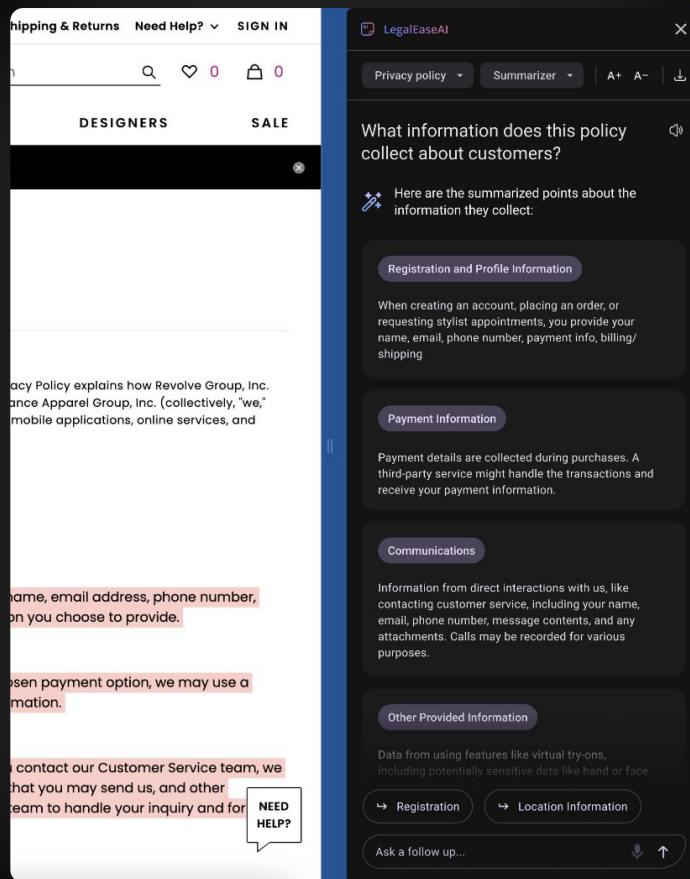
The extension pops in as a side window to the browser, the user may use the side handle to increase or decrease this window's size

Question

Asking the AI general or specific questions about a document

This example is showing a user wondering if they are allowed to have a pet for the Lease they are viewing. The model scans the entire document and then outputs the information, along with image examples for ease of understanding.

LegalEaseAI

Property Lease ▾   Question ▾   A+ A−

Am I allowed to have a pet?

Yes, you can have a dog or cat in this apartment, but there are some exceptions. The pets that are not allowed include:

- **Exotic pets:** This includes animals like snakes, lizards, rodents, amphibians, and birds. These pets can pose a variety of risks, such as escaping from their enclosures, biting or scratching guests, or carrying diseases.

- **Large animals:** Restrictions on size of pets are allowed. This is typically due to concerns about damage to the room or injuries to other guests.

- **Aggressive animals:** The apartment doesn't want any pets that might pose a threat to staff or other guests. This includes animals with a history of biting or aggression.

Am I allowed to have a pet?

The extension pops in as a side window to the browser, the user may use the side handle to increase or decrease this window's size

Expanding more

If the answer to a user question is very long, users are given the option to expand upon certain areas of the model's response for further clarification

Feedback loop

Update the Database with new information or refine NLP algorithms

Allow users to give feedback about responses from the AI in order to improve the model for future use and build upon its learnings from the user
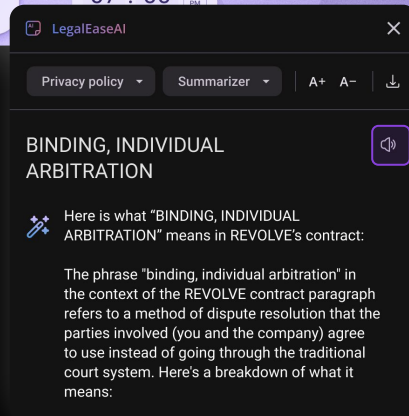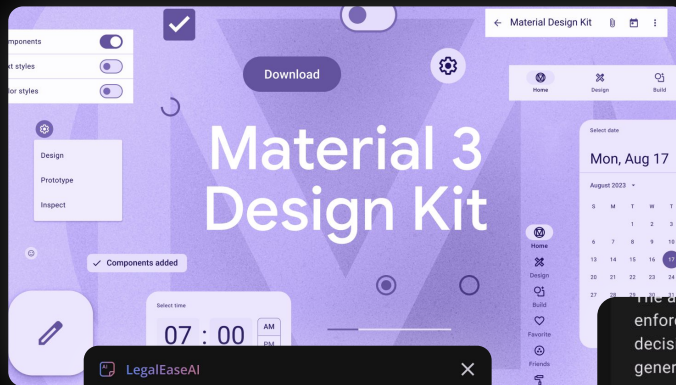
Accessibility

Cater to a wide variety of users

Give text-to-speech options for each string of text and ensure the contrast ratio of icons and components to their retrospective backgrounds are 3:1 for readability (especially in dark mode).

The team utilized Google's Material 3 design system to ensure it remained visually harmonious with Chrome's interface and adhered to their accessibility guidelines