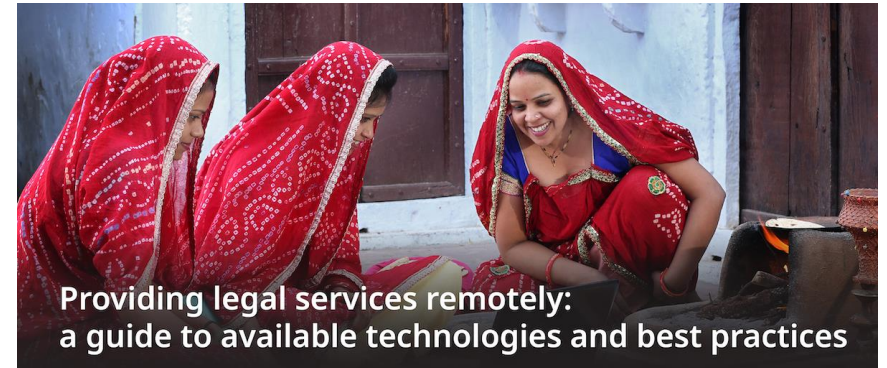


# *Providing Legal Services Remotely: A Guide To Available Technologies And Best Practices*

- Collaboration between DLA Piper/New Perimeter, Legal Empowerment Network and Open Society Justice Initiative
- Intended to be a practical resource for legal services providers on delivering services remotely
- Includes sections on:
  - Technologies available for remote work and best practices for using them, including online meetings and SMS/text messaging services
  - Confidentiality and proper handling of documents
  - Available technologies for managing cases
  - Remote access to courts and government agencies
  - Five Case Studies



- <https://namati.org/resources/providing-legal-services-remotely-guide-2021/>

# Addressing Security Issues and Privacy Concerns

## ATTORNEY-CLIENT PRIVILEGE

- A communication between attorney and client;
- Made in confidence;
- For the purpose of seeking, obtaining or providing legal assistance to the client.

## WAIVER OF THE ATTORNEY-CLIENT PRIVILEGE

- When the communication is not made in confidence = waiver
  - For example, inadvertently allowing third party to overhear

## DUTY OF CONFIDENTIALITY

- Ethical obligation to keep private almost all information related to representation of the client, even if that information did not come from the client.
- Typically part of Rules of Professional Conduct.



# Providing Legal Services Remotely

## CHALLENGES AND PITFALLS

- Communicating and “meeting” with clients
  - Video-conferencing
  - Phone and text
  - Social media
- Documents
  - Sending
  - Storing
  - Obtaining signatures



# Providing Legal Services Remotely

## BEST PRACTICES

- Video-Conferencing
  - Location – avoid open or public Wi-Fi spaces
  - Think before you record a video-conference
- Email Communication and Text Messaging
  - Use anti-virus software
  - Use secure/encrypted communication channels
- *A Special Note about Social Media Social media platforms are generally public – BE VERY CAREFUL!*
- DO NOT sent privileged communications, share confidential information, or transmit documents through social media

