



DAC BEACHCROFT

Technology and Digital Services

Introduction

Our national team of technology lawyers act for clients ranging from **multi-national corporates and government departments to leading technology suppliers.**

We specialise in navigating the complex terrain where technology, business, and law intersect. Our technology experts advise on the **full spectrum of tech matters** – from major IT outsourcing for large corporates and central government, through to **SaaS, software development agreements, cloud hosting, systems integration, software licences, app T&Cs, digital regulation and more.**

We also advise and support on projects involving **emerging technologies**, including crypto, digital assets, facial recognition technology, VR, IoT and artificial intelligence.

We are recognised in the Legal Directories as one of the **leading UK law firms for technology** work and are renowned for delivering a consistently excellent service for our clients, whilst offering value for money and a personable service.



Tim Ryan, Partner
Head of Technology

Thomson Reuters has recognised Tim as a **'Stand-out Lawyer'** in their 2024 survey. Clients have described Tim as providing **"very pragmatic advice, good customer service, and offering a good approach to general advice"**.

Testimonials

"Working with DAC Beachcroft feels like a real partnership. They're an extension of our team who invest in and demonstrate understanding of our company and what makes us different, including the particular challenges we face."

Legal 500, 2025

"DAC Beachcroft has a brilliant team that offers pragmatic advice and simplifies complexity."

Chambers, 2025

Why you should work with us



A national team of 40 high calibre commercial and technology lawyers.



Significant expertise and sector understanding across health, real estate, insurance, FS, retail, government and other industries.



Trusted advisors to various leading organisations ranging from international tech companies, household name PLCs, central government bodies and dynamic scale ups.



Outstanding service and value for money. We have flexible resourcing models to suit your legal needs (for example, providing dedicated support to in-house legal teams). We also have an exclusive offering for scaling companies to address their needs and resources (we call this "DACB Scale").

Our expertise:





Artificial Intelligence

Following the surge of excitement, as well as some trepidation towards AI recently, the topic is now high on the agenda of many organisations. The EU AI Act, and the UK's principles-based approach, are resulting in organisations reviewing the legal risks associated with use of AI systems.



Companies in the UK and beyond are at **different stages in their AI journey**, some having plunged headfirst and others taking a more cautious approach.



The use of AI can offer considerable benefits and opportunities, from simple business efficiencies to competitive commercial advantages. However, **uncertainties and risks remain, including from a legal perspective. Clients are increasingly instructing us to advise around AI related risks.**



One key area is contracting for AI. Where **contracting for an AI system, this gives rise to a host of new issues and complexities.** Agreements and related policies and procurement checklists should be reviewed with this in mind to **ensure they are fit for purpose and protect relevant business interests**, while also ensuring compliance with applicable regulatory obligations.



Regulation of AI and governance AI frameworks are also areas of focus for us and our clients.



Examples of recent AI projects we have worked on:

- **Advising** a major insurer on the contractual, legal and regulatory issues on the procurement of an innovative AI platform to be used to target, categorise and price underwriting risks
- **Drafting** bespoke AI clauses for a client **developing an AI tool** to support medical negligence related legal claims
- **Reviewing** AI tools used by one of the **UK's top 10 brand agencies** and drafting an AI policy

Digital Regulation

We have notable expertise in advising clients on the various existing and emerging digital regulations, both in the UK and in the EU.

A hand reaching out towards a digital grid of blue dots.

AI regulation

We have advised clients on the UK principles-based approach as well as implications of the EU AI Act.

A person's hands typing on a laptop keyboard with a screen showing code in the background.

Computer Misuse Act

We have previously advised a software company on potential breaches of this Act.

Two hands shaking in a firm grip.

DORA

We closely supported some of the world's largest financial services institutions on their DORA remediation projects, and also helped develop compliance frameworks.

A man and a woman looking at a screen, with the woman pointing at it.

NIS2

We supported clients with strategic advice on structuring a compliance programme, interplay with other regulations such as GDPR, tactical remediation and obtaining of IS27001, through to contractual analysis and drafting. We recently advised one of the world's largest social media platforms on a NIS2 related compliance project.

DIGITAL REGULATIONS WE ADVISE ON:

- DATA PROTECTION
- DORA
- NIS1/ NIS2
- EU AI ACT
- COMPUTER MISUSE ACT
- ONLINE SAFETY ACT
- EU DIGITAL SERVICES ACT
- EU DIGITAL MARKETS ACT

Data Protection in Tech

We understand how technology and data interact and frequently advise on data protection issues in a technology context. We focus on pragmatic solutions to help our clients navigate this complex and evolving legislative landscape. We can support on the **full range of data protection queries and issues** which may affect your business, ranging from the **day to day, through to strategic and complex matters**.

Examples of recent work:

- Advising on a strategic initiative regarding the adoption of an FRT enabled CCTV system
- Supporting an online training and education client to realign from a processor to controller designation.
- Advising the AI division of a leading technology supplier on complex data protection issues, including use of data to train and test algorithms



BAU Support

- International data transfers
- Supply chain issues
- Managing liability for data breaches
- Privacy policies
- Records of processing
- Cloud hosting
- Data sharing / processing agreements
- Commercialisation of data



Specialist Support

- Data analytics, training algorithms utilising personal data, data scraping
- Strategic realignment from processor to controller designations;
- Data protection impact assessments
- Emerging technologies - FRT, blockchain, AR/VR, IoT;
- Complex controller/processor designation related queries;
- Online issues - social media, protecting children/vulnerable people;
- Overlap with related areas - DORA, AI, NIS Regs, cyber, ad tech; and
- EU Data package - Data Act, Digital Services Act, Digital Markets Act.



Digital Health

DACB is ranked as the leading law firm for health work nationally, and our multi-disciplinary team boasts a deep and unrivalled understanding of the industry as well as extensive expertise of advising various players across the healthcare ecosystem. We combine this deep sector knowledge with specialist technology expertise to advise on all aspects of digital health, whether supporting early-stage bringing new models of care and products to the sector, or advising the NHS and large private hospital groups on business-critical technology projects.

Recent relevant experience includes:

- Supporting a large private healthcare group on a multi-vendor system implementation project, pertaining to its central EPR platform.
- Advising a scaling health tech business on the deployment of its cutting-edge AI marketplace into the NHS.
- Advising an independent healthcare organisation on the development of a new digital healthcare platform.
- Advising an international healthtech business in relation to an NHS framework agreement and call off, for implementation of a patient administration system.



Our clients include:

- Leading health tech suppliers
- Funders and investors in life sciences, MedTech and digital health
- Health and wellness app developers
- Independent hospitals purchasing health tech, MedTech or medicines
- Medical device manufacturers, medical equipment and diagnostics providers
- NHS Trusts and FTs purchasing health tech, MedTech or medicines



Insurance and Financial Services

In the UK insurance and wider financial services markets, increasing competition, evolving customer expectations, and regulatory demands continue to drive the need for digital transformation. To stay ahead, businesses are investing in information and communications technologies (ICT) and entering into strategic outsourcing arrangements to enhance operational efficiency, reduce costs, and ensure compliance. We support our clients across the insurance and financial services sectors in delivering these critical transformation projects.



We advise on the full range of non-contentious IT and technology arrangements, including:

- Complex and cross-border IT outsourcing transactions, including material outsourcings and localisation arrangements
- Cloud-based services, including Software as a Service (SaaS), infrastructure, and platform solutions
- Systems development and integration projects
- Deployment of AI-powered technologies and digital tools, including generative AI and machine learning
- Adoption of emerging technologies including telematics, IoT, advanced data analytics, blockchain, and digital claims solutions

We regularly act for UK and international (re)insurers, brokers and MGAs within the insurance sector, as well as banks, building societies, fund managers, lenders, and investment firms across the broader financial services landscape. We work closely with in-house legal, procurement, and commercial teams to deliver solutions aligned with their strategic goals and risk appetite.

Our combination of deep insurance sector expertise and leading technology capability enables us to anticipate regulatory and market developments ahead of the curve. Whether advising on innovation partnerships with insurtechs and fintechs, digital distribution models, or major infrastructure overhauls, we are trusted to provide advice that is pragmatic, commercial, and grounded in a clear understanding of our clients' regulatory and operational environments.

Fintech and Insurtech

Fintech and insurtech businesses are reshaping the financial services landscape – bringing new ideas, models and technologies to market at speed. While these ventures face huge opportunities, they also operate in a complex, heavily regulated environment that demands informed, agile legal support.

We bring deep financial services and insurance sector expertise, combined with extensive experience advising on the kinds of legal, regulatory and commercial issues that fintechs and insurtechs encounter as they grow. We also regularly support established market players in partnering with or investing in these businesses – so we understand the legal and operational considerations on both sides.

We are well-placed to support innovative businesses looking to scale – and to help them align with the regulatory and commercial realities of the markets they're entering. Whether acting directly for fintechs or insurtechs, or for those working with them, we deliver advice that is sector-informed, practical, and tailored to the demands of fast-paced change.

We can support Fintech and Insurtech businesses throughout their lifecycle, including:



Structuring and setup:

Founders' agreements, group structuring, and early-stage funding



Regulatory perimeter and authorization:

Analysis of regulatory status, support through FCA authorisation, sandbox participation, and compliance frameworks



Product development:

Legal support for embedded insurance, payment platforms, AI-driven tools, and digital distribution



Commercial arrangements:

Customer-facing terms, B2B contracts, and technology and outsourcing agreements



Partnerships with incumbents:

Joint ventures, white-labelling, and commercial collaboration with insurers, banks and brokers



Risk and compliance:

Advice on data protection, operational resilience, consumer duty, and AI governance



Growth and exit planning:

Strategic investments, acquisitions and exit strategies

Proptech

Proptech refers to the digital transformation of the real estate sector and encompasses a wide range of innovations, from smart building systems and digital tenancy platforms to AI-driven property management and blockchain-based transactions.

Real estate is rapidly evolving, with digital infrastructure becoming critical. From cloud-based lease management to cybersecurity and data compliance, the sector is increasingly being shaped by the same IT challenges and opportunities that affect all modern businesses.



Recent relevant experience includes:

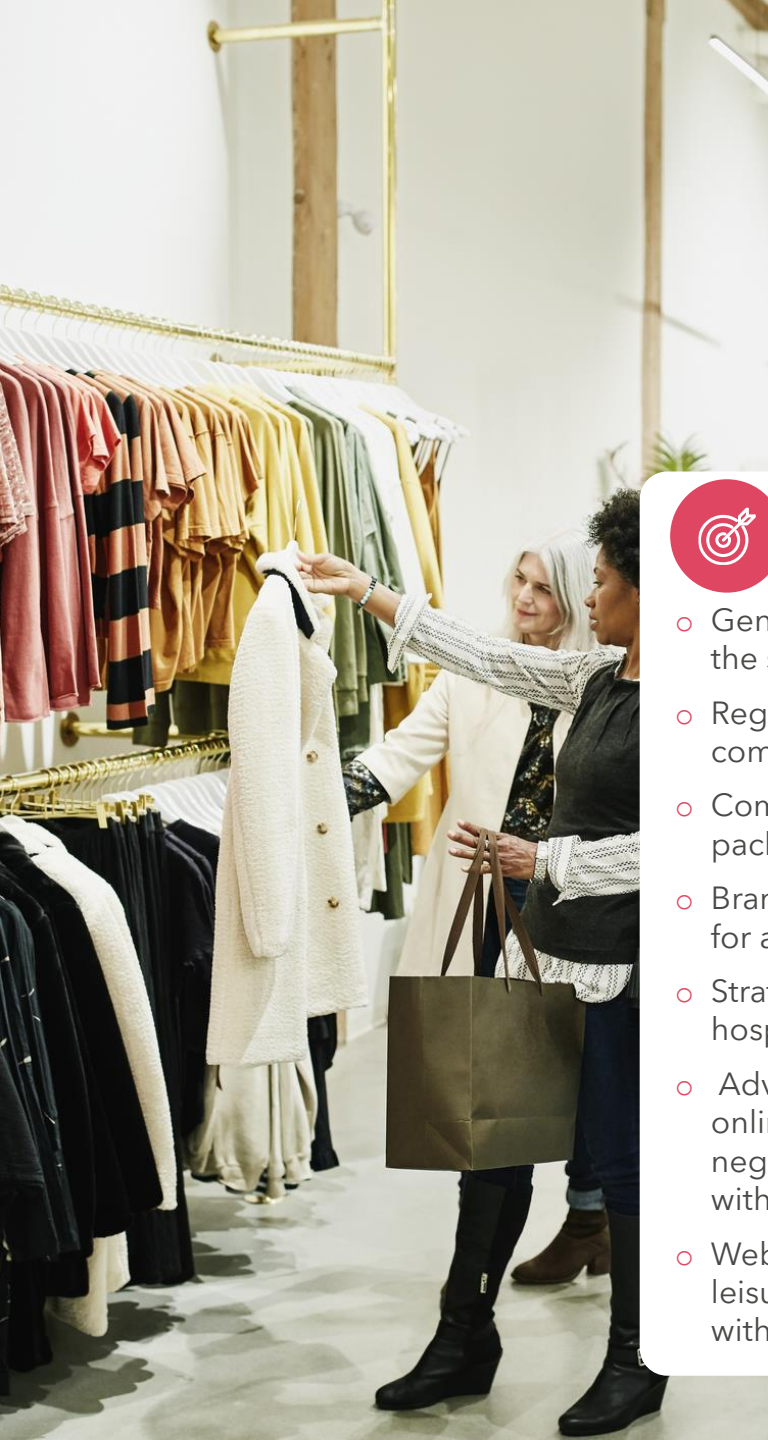
- Advising a **major house builder** on a contract for its strategically important **new HR IT system**.
- Supporting a leading construction sector client on a contract for the **implementation of CCTV systems** utilising facial recognition technology.
- Advising a **major property development company** on the roll-out of **AI-powered facial recognition technology** across its estate.
- Supporting a provider **of smart air purification solutions**.
- Drafting a bespoke framework agreement for the supply of **electric vehicle charging points**, on behalf of **leading property developer**.



Who we work for:

- Housebuilders
- Property developers
- Asset managers
- Real estate investment firms
- Scaling proptech businesses
- Real estate consultancies

In addition to IT in a more traditional sense, cutting-edge developments, such as AI-powered valuation tools and immersive virtual property tools, are redefining how real estate is developed, managed and experienced. Our team has extensive expertise advising in relation to these emerging technologies, spanning areas such as AI, IoT and EV.



Retail and E-Commerce

Our experienced team possesses extensive knowledge of the retail sector, which enables us to address the sector's unique challenges - from **compliance with evolving regulations to BAU and complex commercial transactions**.

We work closely alongside in-house legal teams to deliver practical, efficient, and commercially minded solutions.



Our expertise includes:

- General commercial contracts and negotiations for the sourcing subsidiary of a large grocery retailer;
- Regulatory (UK GDPR) advice for a large car rental company;
- Commercial contracts support for a B2C utility package provider with a SaaS offering;
- Brand protection and advertising campaign support for a large brand in the beverages sector;
- Strategic data protection advice for a global hospitality business; and
- Advice on the deployment of an AI chatbot by an online dermatology retailer, including the negotiation of the technology services agreement with the chatbot provider.
- Website T&Cs for a leading chain of fitness and leisure clubs - including drafting for compliance with consumer rights legislation.
- Advising on compliance with consumer rights legislation in relation to on-premise and distance (online) sales.
- Direct marketing advice for an online personal care brand



Who we work for:

- Leading UK supermarkets
- Major shopping centres
- International franchised fast food restaurants
- Global car rental service provider
- Suppliers of food and beverages
- E-commerce businesses

Sport Tech



Technological advancements have created new opportunities for teams, athletes, governing bodies and sponsors alike to raise supporter engagement by providing an enhanced fan experience. Here are some recent trends and their subsequent need for legal consideration:

Crypto and digital assets

Instruments such as NFTs and digital tokens that can possibly classify as investments requires specific advice from expert financial services lawyers

Over-The-Top content and new ticketing tech

Robust agreements needed containing suitable provisions to deal with IP and other rights

Personal and other data used in broadcasting / gambling

Need to ensure full compliance with a series of data protection regulations



Our expertise:

- Sports commercial – sponsorship & broadcasting agreements, policies, image rights etc.
- Tech advisory – crypto, digital assets, streaming, ticketing and hospitality platforms
- Intellectual property – licencing, trade mark, design protection
- Data / information law – data subject rights management, DPA reviews, audits
- Wider firm capabilities including sports injury, insurance and commercial disputes



Who we work for:

- Broadcasters
- Premier league football clubs
- Other sports teams and clubs (including F1)
- High profile individuals
- National regulators
- Sport tech start ups / scale ups
- Brands and agents



Telecoms

In addition to advising businesses on technology matters, whether tech suppliers themselves or those procuring new technologies, our team also advises a variety of players in the telecoms sector. Our work covers everything from supporting telcos on the implementation of business-critical technology platforms and the commercial aspects of large-scale telecoms infrastructure projects, through to providing tailored advice on the latest regulatory developments impacting the sector.



Recent experience includes:

- Advising a major telecoms infrastructure business on the renewal of a £multi-million agreement pertaining to its business-critical site management system;
- Supporting a major property development business on the implementation of telecoms infrastructure across various residential developments;
- Providing advice to a telco infrastructure business on the scope of its obligations under the Telecoms Security Act; and
- Advising a major telco on a range of matters, including cloud and data centre connectivity, voice services and a range of other commercial agreements.

We work closely with our colleagues in our real estate (portfolio management) and data protection teams, enabling us to provide a dedicated, multi-disciplinary offering to the telecoms sector.



Tech Disputes

We deal with a wide range of technology related disputes including those involving IT project failures and implementations, software development errors, CRM, MIS, ERP and e-commerce solutions, hardware failures, software licensing, source code and IP rights, breach of confidence, design of technology solutions, procurement and outsourcing, crypto assets, data protection and technology consultancy services. Identifying the legal and technical issues at hand, whilst recognising the commercial objectives of customers and suppliers, can be key to resolving disputes quickly and efficiently, which is often essential with technology contracts where the parties frequently need to continue to work together. Our depth of experience and expertise of dealing with the industry means that we have excellent contacts with specialist technology intermediaries and experts to assist us with assessing risk and dealing with disputes.



Recent experience includes:

- Advising a technology company on the misuse of its confidential information in the development of fraud detection software used by a mobile phone service provider.
- Defending a claim for £42m arising from the alleged failure to implement technology to facilitate transactions for wearable contactless devices.
- Acting for the world's largest social media companies on a variety of contentious and novel issues.
- Acting for a market leading crypto wallet company in a minority shareholder dispute involving allegations of misappropriation of assets, mismanagement and forgery of electronic documents.

Our team

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