LexBox Software Specification

1. System Overview

Product Name: LexBox
Product Type: Web-based Legal Document Management System
Target Users: Lawyers, Legal Secretaries, Law Firm Administrators
Platform: Web Application (Browser-based)

1.1 Purpose

LexBox is a comprehensive legal document management application designed to help lawyers and law firms manage client dossiers, track case timelines, handle document storage, and manage billing throughout the legal process lifecycle.

1.2 Key Features

- Client registration and dossier management
- Timeline-based case tracking
- Document upload and physical storage tracking
- Legal issue categorization
- Activity logging and billing
- Role-based access control
- Mobile-responsive web interface

2. Functional Requirements

2.1 Client Registration and Management

2.1.1 Initial Client Registration

- **Input Fields:**
  - Client personal name (required)
  - Contact information (phone, email, address)
  - Registration date (auto-generated)
  - Notes field
- **Process:**
  - Creates new client record without dossier number
  - Generates unique internal client ID
  - Initializes empty timeline for client dossier

- Records first timeline node: "Client Registration"

2.1.2 Dossier Number Assignment

- **Trigger:** When client receives official dossier number (numrin e landes)
- **Process:**
  - Update existing client record with dossier number
  - Create second timeline node: "Dossier Number Assigned"
  - Enable document upload functionality
  - Enable physical tray assignment

2.2 Document Management

2.2.1 Document Upload

- **Supported Formats:** PDF, DOC, DOCX, JPG, PNG, TIFF
- **Maximum File Size:** 50MB per file
- **Features:**
  - Drag-and-drop interface
  - Batch upload capability
  - Document categorization
  - Version control
  - Document preview

2.2.2 Physical Document Tracking

- **Tray Assignment:**
  - Alphanumeric tray identification system
  - Physical location mapping
  - Document-to-tray relationship tracking
- **Search Capability:**
  - Find documents by tray number
  - Find tray by document name

2.3 Legal Issue Classification

2.3.1 Legal Categories

- **Predefined Categories:**
  - Penal Law

- Supreme Court
- Appeal Court
- Civil Law
- Administrative Law
- Commercial Law
- Family Law
- Custom categories (admin-configurable)

2.3.2 Classification Process

- Lawyer selects appropriate legal issue type
- Creates timeline node: "Legal Issue Determined"
- Associates category with entire dossier
- Enables category-specific workflow templates

2.4 Timeline Management System

2.4.1 Timeline Structure

- **Chronological Node-based System**
- **Node Types:**
  1. **Registration Node** (Green) - Initial client registration
  2. **Dossier Assignment Node** (Blue) - Official dossier number received
  3. **Legal Classification Node** (Purple) - Legal issue type determined
  4. **Activity Node** (Orange) - Work performed for client
  5. **Document Node** (Yellow) - Documents uploaded/received
  6. **Process Node** (Red) - Court processes, hearings, etc.
  7. **Billing Node** (Dark Blue) - Invoice/payment activities

2.4.2 Node Properties

- **Common Properties:**
  - Timestamp
  - Node type
  - Description
  - Created by (user)
  - Status (Active, Completed, Pending)
- **Activity-Specific Properties:**

- Work description
- Time spent (hours)
- Associated documents
- Billing amount
- Required/pending documents list
- Process type and status

2.4.3 Timeline Visualization

- **Interactive Timeline Dashboard**
- **Color-coded nodes** for quick identification
- **Expandable node details**
- **Filter options** by date range, activity type, status
- **Export functionality** (PDF timeline report)

2.5 Billing and Invoice Management

2.5.1 Per-Node Billing

- **Billing Association:** Each timeline node can have associated charges
- **Amount Range:** €0 to unlimited
- **Billing Types:**
  - Hourly rate billing
  - Fixed fee billing
  - Expense reimbursement
  - Court fees
- **Invoice Generation:**
  - Automatic invoice creation
  - Custom invoice templates
  - PDF export capability

2.5.2 Financial Tracking

LexBox provides comprehensive financial tracking capabilities that integrate seamlessly with the timeline-based activity system described in sections 2.4 and 2.5.1.

Client Balance Tracking:

- Real-time calculation of client account balances based on timeline node billing

- Automatic aggregation of all charges from timeline activities (hourly work, fixed fees, expenses)
- Track payments received and applied to specific invoices
- Display running balance with aging analysis (30, 60, 90+ days outstanding)
- Client credit/debit balance indicators with payment history

Payment Status Monitoring:

- Integration with timeline nodes to show which activities have been billed and paid
- Color-coded payment status indicators on timeline (Unpaid=Red, Partial=Yellow, Paid=Green)
- Automatic payment matching to timeline activities and invoices
- Payment reminder system with customizable intervals
- Cash flow projections based on outstanding invoices and expected payments

Outstanding Invoices Dashboard:

- Centralized view of all unpaid invoices across all clients
- Sortable by client, amount, due date, age, and legal issue type
- Direct link to associated timeline nodes and activities
- Bulk invoice actions (send reminders, mark paid, generate reports)
- Integration with client dossier timelines for context

Financial Reports (Admin Only):

- Revenue analysis by lawyer, legal issue type, and time period
- Profitability analysis per case/dossier with time tracking integration
- Collections

2.6 Search and Access Features

2.6.1 Global Search

- **Search Scope:**
  - Client names
  - Dossier numbers
  - Document names
  - Timeline activities
  - Legal issue types
- **Advanced Filters:**

- Date ranges
- Legal categories
- Client status
- Billing status

2.6.2 Mobile Access

- **Responsive Web Design**
- **Mobile-optimized Timeline View**
- **Quick Client Lookup**
- **Document Preview on Mobile**
- **Offline Mode** (limited functionality)

3. User Roles and Permissions

3.1 Administrator Role

Full System Access

- **User Management:**
  - Create, edit, delete user accounts
  - Assign roles and permissions
  - Create custom roles
- **System Configuration:**
  - Customize legal issue categories
  - Configure billing rates
  - System settings and preferences
- **Financial Access:**
  - View all billing information
  - Generate financial reports
  - Access payment details
- **Data Management:**
  - Export system data
  - Backup and restore
  - System analytics

3.2 Lawyer Role

Full Client and Case Management

- **Client Management:**
  - Register new clients
  - Update client information
  - Access all client dossiers
- **Timeline Management:**
  - Create and edit timeline nodes
  - Upload documents
  - Set billing amounts
- **Limited Financial Access:**
  - View own billing activities
  - Generate client invoices
  - Cannot access financial summaries

3.3 Secretary/Access User Role

Limited Access

- **Client Management:**
  - Register new clients
  - Update basic client information
  - View client dossiers
- **Document Management:**
  - Upload documents
  - Organize physical documents
- **Restricted Access:**
  - Cannot view billing information
  - Cannot set invoice amounts
  - Cannot access financial reports
  - Cannot delete timeline nodes

3.4 Custom Roles

- **Admin-Configurable Permissions**
- **Granular Access Control**
- **Role Templates for Different Law Firm Structures**

4. Technical Requirements

4.1 Architecture

- **Type:** Web Application (SPA - Single Page Application)
- **Frontend:** React.js or Vue.js with responsive design
- **Backend:** Node.js with Express.js or Python Django/Flask
- **Database:** PostgreSQL or MySQL for structured data
- **File Storage:** Cloud storage (AWS S3, Google Cloud) for documents
- **Authentication:** JWT-based authentication system

4.2 Performance Requirements

- **Page Load Time:** < 3 seconds
- **File Upload Speed:** Support for files up to 50MB
- **Concurrent Users:** Support for 50+ simultaneous users
- **Database Response Time:** < 1 second for queries
- **Mobile Responsiveness:** Works on devices 320px width and above

4.3 Security Requirements

- **Data Encryption:** All sensitive data encrypted at rest and in transit
- **Secure Authentication:** Multi-factor authentication option
- **Role-based Access Control:** Strict permission enforcement
- **Audit Logging:** All user actions logged with timestamps
- **GDPR Compliance:** Data protection and privacy compliance
- **Legal Confidentiality:** Attorney-client privilege protection

4.4 Browser Compatibility

- **Modern Browsers:** Chrome, Firefox, Safari, Edge (last 2 versions)
- **Mobile Browsers:** iOS Safari, Android Chrome
- **Progressive Web App:** Offline capability for basic functions

5. User Interface Requirements

5.1 Main Dashboard

- **Client List View** with search and filters
- **Recent Activity Feed**
- **Quick Action Buttons** (New Client, Upload Document)

- **Statistics Overview** (total clients, active cases)

5.2 Client Dossier View

- **Client Information Panel**
- **Interactive Timeline** (main feature)
- **Document Library** with preview
- **Quick Actions Sidebar**
- **Billing Summary** (role-dependent visibility)

5.3 Timeline Interface

- **Vertical Timeline Layout**
- **Color-coded Node System**
- **Expandable Node Details**
- **Add New Node Interface**
- **Node Editing Capabilities**
- **Timeline Export Options**

5.4 Document Management Interface

- **File Upload Area** with drag-and-drop
- **Document Grid/List View**
- **Document Preview Modal**
- **Physical Location Assignment**
- **Document Categorization**

6. Data Model - PostgreSQL Database Schema

6.1 Database Tables

6.1.1 Users Table

```sql
```

```sql
CREATE TABLE users (
    id SERIAL PRIMARY KEY,
    uuid UUID DEFAULT gen_random_uuid() UNIQUE NOT NULL,
    username VARCHAR(50) UNIQUE NOT NULL,
    email VARCHAR(255) UNIQUE NOT NULL,
    password_hash VARCHAR(255) NOT NULL,
    first_name VARCHAR(100) NOT NULL,
    last_name VARCHAR(100) NOT NULL,
    role_id INTEGER REFERENCES roles(id),
    is_active BOOLEAN DEFAULT true,
    created_at TIMESTAMP WITH TIME ZONE DEFAULT CURRENT_TIMESTAMP,
    updated_at TIMESTAMP WITH TIME ZONE DEFAULT CURRENT_TIMESTAMP,
    last_login TIMESTAMP WITH TIME ZONE
);

CREATE INDEX idx_users_email ON users(email);
CREATE INDEX idx_users_role_id ON users(role_id);
```

6.1.2 Roles Table

```sql
CREATE TABLE roles (
    id SERIAL PRIMARY KEY,
    name VARCHAR(50) UNIQUE NOT NULL,
    description TEXT,
    permissions JSONB DEFAULT '{}',
    is_system_role BOOLEAN DEFAULT false,
    created_at TIMESTAMP WITH TIME ZONE DEFAULT CURRENT_TIMESTAMP
);

-- Insert default roles
INSERT INTO roles (name, description, is_system_role, permissions) VALUES
('admin', 'Full system access', true, '{"all": true}'),
('lawyer', 'Full client and case management', true, '{"clients": "full", "billing": "own", "reports": "own"}'),
('secretary', 'Limited access user', true, '{"clients": "basic", "documents": "full", "billing": "none"}');
```

6.1.3 Clients Table

```sql
```

```sql
CREATE TABLE clients (
    id SERIAL PRIMARY KEY,
    uuid UUID DEFAULT gen_random_uuid() UNIQUE NOT NULL,
    personal_number VARCHAR(50) UNIQUE,
    first_name VARCHAR(100) NOT NULL,
    last_name VARCHAR(100) NOT NULL,
    email VARCHAR(255),
    phone VARCHAR(20),
    address TEXT,
    dossier_number VARCHAR(100) UNIQUE,
    registration_date TIMESTAMP WITH TIME ZONE DEFAULT CURRENT_TIMESTAMP,
    notes TEXT,
    status VARCHAR(20) DEFAULT 'active' CHECK (status IN ('active', 'inactive', 'archived')),
    created_by INTEGER REFERENCES users(id),
    created_at TIMESTAMP WITH TIME ZONE DEFAULT CURRENT_TIMESTAMP,
    updated_at TIMESTAMP WITH TIME ZONE DEFAULT CURRENT_TIMESTAMP
);

CREATE INDEX idx_clients_personal_number ON clients(personal_number);
CREATE INDEX idx_clients_dossier_number ON clients(dossier_number);
CREATE INDEX idx_clients_full_name ON clients(first_name, last_name);
CREATE INDEX idx_clients_created_by ON clients(created_by);
```

6.1.4 Dossiers Table

sql

```sql
CREATE TABLE dossiers (
    id SERIAL PRIMARY KEY,
    uuid UUID DEFAULT gen_random_uuid() UNIQUE NOT NULL,
    client_id INTEGER REFERENCES clients(id) ON DELETE CASCADE,
    title VARCHAR(255) NOT NULL,
    legal_issue_type VARCHAR(100),
    status VARCHAR(20) DEFAULT 'active' CHECK (status IN ('active', 'completed', 'suspended', 'archived')),
    priority VARCHAR(10) DEFAULT 'medium' CHECK (priority IN ('low', 'medium', 'high', 'urgent')),
    assigned_lawyer INTEGER REFERENCES users(id),
    created_at TIMESTAMP WITH TIME ZONE DEFAULT CURRENT_TIMESTAMP,
    updated_at TIMESTAMP WITH TIME ZONE DEFAULT CURRENT_TIMESTAMP,
    closed_at TIMESTAMP WITH TIME ZONE
);

CREATE INDEX idx_dossiers_client_id ON dossiers(client_id);
CREATE INDEX idx_dossiers_assigned_lawyer ON dossiers(assigned_lawyer);
CREATE INDEX idx_dossiers_legal_issue_type ON dossiers(legal_issue_type);
CREATE INDEX idx_dossiers_status ON dossiers(status);
```

6.1.5 Timeline Nodes Table

sql

```sql
CREATE TABLE timeline_nodes (
    id SERIAL PRIMARY KEY,
    uuid UUID DEFAULT gen_random_uuid() UNIQUE NOT NULL,
    dossier_id INTEGER REFERENCES dossiers(id) ON DELETE CASCADE,
    node_type VARCHAR(50) NOT NULL CHECK (node_type IN ('registration', 'dossier_assignment', 'legal_
    title VARCHAR(255) NOT NULL,
    description TEXT,
    status VARCHAR(20) DEFAULT 'active' CHECK (status IN ('active', 'completed', 'pending', 'cancelled')),
    billing_amount DECIMAL(10,2) DEFAULT 0.00,
    hours_worked DECIMAL(5,2),
    created_by INTEGER REFERENCES users(id),
    created_at TIMESTAMP WITH TIME ZONE DEFAULT CURRENT_TIMESTAMP,
    updated_at TIMESTAMP WITH TIME ZONE DEFAULT CURRENT_TIMESTAMP,
    scheduled_date TIMESTAMP WITH TIME ZONE,
    completed_date TIMESTAMP WITH TIME ZONE,
    metadata JSONB DEFAULT '{}'
);

CREATE INDEX idx_timeline_nodes_dossier_id ON timeline_nodes(dossier_id);
CREATE INDEX idx_timeline_nodes_node_type ON timeline_nodes(node_type);
CREATE INDEX idx_timeline_nodes_created_by ON timeline_nodes(created_by);
CREATE INDEX idx_timeline_nodes_created_at ON timeline_nodes(created_at);
```

6.1.6 Documents Table

sql

```sql
CREATE TABLE documents (
    id SERIAL PRIMARY KEY,
    uuid UUID DEFAULT gen_random_uuid() UNIQUE NOT NULL,
    dossier_id INTEGER REFERENCES dossiers(id) ON DELETE CASCADE,
    timeline_node_id INTEGER REFERENCES timeline_nodes(id),
    filename VARCHAR(255) NOT NULL,
    original_filename VARCHAR(255) NOT NULL,
    file_path VARCHAR(500) NOT NULL,
    file_size BIGINT NOT NULL,
    mime_type VARCHAR(100) NOT NULL,
    physical_location VARCHAR(100),
    document_category VARCHAR(100),
    is_confidential BOOLEAN DEFAULT false,
    uploaded_by INTEGER REFERENCES users(id),
    uploaded_at TIMESTAMP WITH TIME ZONE DEFAULT CURRENT_TIMESTAMP,
    version INTEGER DEFAULT 1,
    checksum VARCHAR(64),
    metadata JSONB DEFAULT '{}'
);

CREATE INDEX idx_documents_dossier_id ON documents(dossier_id);
CREATE INDEX idx_documents_timeline_node_id ON documents(timeline_node_id);
CREATE INDEX idx_documents_physical_location ON documents(physical_location);
CREATE INDEX idx_documents_uploaded_by ON documents(uploaded_by);
```

6.1.7 Invoices Table

sql

```sql
CREATE TABLE invoices (
    id SERIAL PRIMARY KEY,
    uuid UUID DEFAULT gen_random_uuid() UNIQUE NOT NULL,
    invoice_number VARCHAR(50) UNIQUE NOT NULL,
    dossier_id INTEGER REFERENCES dossiers(id) ON DELETE CASCADE,
    client_id INTEGER REFERENCES clients(id),
    total_amount DECIMAL(10,2) NOT NULL DEFAULT 0.00,
    paid_amount DECIMAL(10,2) NOT NULL DEFAULT 0.00,
    status VARCHAR(20) DEFAULT 'draft' CHECK (status IN ('draft', 'sent', 'paid', 'overdue', 'cancelled')),
    issue_date DATE NOT NULL,
    due_date DATE NOT NULL,
    payment_terms VARCHAR(100),
    notes TEXT,
    created_by INTEGER REFERENCES users(id),
    created_at TIMESTAMP WITH TIME ZONE DEFAULT CURRENT_TIMESTAMP,
    updated_at TIMESTAMP WITH TIME ZONE DEFAULT CURRENT_TIMESTAMP,
    paid_at TIMESTAMP WITH TIME ZONE
);

CREATE INDEX idx_invoices_dossier_id ON invoices(dossier_id);
CREATE INDEX idx_invoices_client_id ON invoices(client_id);
CREATE INDEX idx_invoices_invoice_number ON invoices(invoice_number);
CREATE INDEX idx_invoices_status ON invoices(status);
CREATE INDEX idx_invoices_due_date ON invoices(due_date);
```

6.1.8 Invoice Line Items Table

```sql
CREATE TABLE invoice_line_items (
    id SERIAL PRIMARY KEY,
    invoice_id INTEGER REFERENCES invoices(id) ON DELETE CASCADE,
    timeline_node_id INTEGER REFERENCES timeline_nodes(id),
    description TEXT NOT NULL,
    quantity DECIMAL(8,2) DEFAULT 1.00,
    unit_price DECIMAL(10,2) NOT NULL,
    total_amount DECIMAL(10,2) NOT NULL,
    item_type VARCHAR(50) DEFAULT 'service' CHECK (item_type IN ('service', 'expense', 'fee')),
    created_at TIMESTAMP WITH TIME ZONE DEFAULT CURRENT_TIMESTAMP
);

CREATE INDEX idx_invoice_line_items_invoice_id ON invoice_line_items(invoice_id);
CREATE INDEX idx_invoice_line_items_timeline_node_id ON invoice_line_items(timeline_node_id);
```

6.1.9 Payments Table

```sql
CREATE TABLE payments (
    id SERIAL PRIMARY KEY,
    uuid UUID DEFAULT gen_random_uuid() UNIQUE NOT NULL,
    invoice_id INTEGER REFERENCES invoices(id) ON DELETE CASCADE,
    client_id INTEGER REFERENCES clients(id),
    amount DECIMAL(10,2) NOT NULL,
    payment_method VARCHAR(50) NOT NULL,
    payment_date DATE NOT NULL,
    reference_number VARCHAR(100),
    notes TEXT,
    processed_by INTEGER REFERENCES users(id),
    created_at TIMESTAMP WITH TIME ZONE DEFAULT CURRENT_TIMESTAMP
);

CREATE INDEX idx_payments_invoice_id ON payments(invoice_id);
CREATE INDEX idx_payments_client_id ON payments(client_id);
CREATE INDEX idx_payments_payment_date ON payments(payment_date);
```

6.1.10 Audit Log Table

```sql
CREATE TABLE audit_log (
    id SERIAL PRIMARY KEY,
    user_id INTEGER REFERENCES users(id),
    action VARCHAR(100) NOT NULL,
    table_name VARCHAR(50) NOT NULL,
    record_id INTEGER,
    old_values JSONB,
    new_values JSONB,
    ip_address INET,
    user_agent TEXT,
    created_at TIMESTAMP WITH TIME ZONE DEFAULT CURRENT_TIMESTAMP
);

CREATE INDEX idx_audit_log_user_id ON audit_log(user_id);
CREATE INDEX idx_audit_log_table_name ON audit_log(table_name);
CREATE INDEX idx_audit_log_created_at ON audit_log(created_at);
```

6.2 Database Relationships

- **One-to-Many:** Client → Dossiers → Timeline Nodes → Documents
- **Many-to-One:** Timeline Nodes → User (created_by), Dossiers → User (assigned_lawyer)

- **One-to-Many:** Dossier → Invoices → Invoice Line Items → Payments
- **Optional:** Timeline Node ↔ Documents (many-to-many via timeline_node_id)

6.3 Database Functions and Triggers

6.3.1 Update Timestamp Trigger

```sql
CREATE OR REPLACE FUNCTION update_updated_at_column()
RETURNS TRIGGER AS $
BEGIN
   NEW.updated_at = CURRENT_TIMESTAMP;
   RETURN NEW;
END;
$ language 'plpgsql';

-- Apply to relevant tables
CREATE TRIGGER update_users_updated_at BEFORE UPDATE ON users FOR EACH ROW EXECUTE FUNC
CREATE TRIGGER update_clients_updated_at BEFORE UPDATE ON clients FOR EACH ROW EXECUTE FU
CREATE TRIGGER update_dossiers_updated_at BEFORE UPDATE ON dossiers FOR EACH ROW EXECUTE
CREATE TRIGGER update_timeline_nodes_updated_at BEFORE UPDATE ON timeline_nodes FOR EACH R
CREATE TRIGGER update_invoices_updated_at BEFORE UPDATE ON invoices FOR EACH ROW EXECUTE
```

6.3.2 Auto-generate Invoice Numbers

```sql
CREATE OR REPLACE FUNCTION generate_invoice_number()
RETURNS TRIGGER AS $
BEGIN
   IF NEW.invoice_number IS NULL THEN
      NEW.invoice_number = 'INV-' || TO_CHAR(CURRENT_DATE, 'YYYY') || '-' ||
                  LPAD(NEXTVAL('invoice_number_seq')::TEXT, 6, '0');
   END IF;
   RETURN NEW;
END;
$ language 'plpgsql';

CREATE SEQUENCE invoice_number_seq START 1;
CREATE TRIGGER generate_invoice_number_trigger BEFORE INSERT ON invoices FOR EACH ROW EXECU
```

7. Integration Requirements

7.1 External Systems

- **Email Integration:** Automated notifications and reminders
- **Calendar Integration:** Court dates and appointment scheduling
- **Backup Systems:** Automated daily backups
- **Payment Gateways:** Online payment processing (optional)

7.2 Export Capabilities

- **PDF Reports:** Timeline reports, client summaries
- **Data Export:** CSV/Excel exports for accounting systems
- **Document Archives:** Bulk document downloads

8. Deployment and Maintenance

8.1 Deployment Requirements

- **Cloud Hosting:** AWS, Google Cloud, or Azure
- **SSL Certificate:** HTTPS encryption required
- **Domain Management:** Custom domain support
- **CDN Integration:** Fast global content delivery

8.2 Maintenance

- **Regular Updates:** Monthly security and feature updates
- **Data Backup:** Daily automated backups
- **System Monitoring:** 24/7 uptime monitoring
- **User Support:** Help documentation and support system

10. Exit Strategy and Data Portability

10.1 Service Discontinuation Notice Period

- **Minimum Notice:** 90 days written notice before service termination
- **Notification Methods:** Email, in-app notifications, and registered mail
- **Grace Period:** Additional 30 days after official termination date for data retrieval

10.2 Data Export and Portability

10.2.1 Complete Data Export Package

- **Client Data:** Full client information, contact details, and dossier numbers in CSV/Excel format
- **Timeline Data:** Complete timeline history with all nodes, descriptions, timestamps, and billing information
- **Document Package:** All uploaded documents organized by client/dossier folder structure
- **Financial Records:** Complete billing history, invoices, payments, and outstanding balances
- **Metadata Export:** User information, roles, and system configuration settings

10.2.2 Export Formats

- **Structured Data:** CSV, Excel, JSON, and XML formats for easy import into other systems
- **Documents:** Original file formats preserved with organized folder hierarchy
- **Database Backup:** Full PostgreSQL database dump available upon request
- **Standardized Legal Format:** Export compatible with common legal practice management systems

10.2.3 Data Integrity Verification

- **Checksums:** MD5/SHA-256 hashes provided for all files to verify data integrity
- **Export Validation:** Complete data validation report showing record counts and completeness
- **Audit Trail:** Full audit log export showing all system activities and changes

10.3 Data Deletion and Privacy Compliance

10.3.1 Secure Data Deletion Process

- **Client Instruction Required:** Written authorization required for data deletion
- **Retention Options:**
  - Immediate deletion after export
  - 6-month retention period after service termination
  - Extended retention for legal/compliance requirements
- **Deletion Verification:** Certificate of secure data deletion provided

10.3.2 GDPR and Privacy Compliance

- **Right to Data Portability:** Complete compliance with GDPR Article 20
- **Right to Erasure:** Full data deletion upon client request (subject to legal retention requirements)
- **Data Processing Transparency:** Clear documentation of all data processing activities

- **Third-party Notification:** Notification to any integrated third-party services about data deletion

10.4 Transition Support Services

10.4.1 Migration Assistance

- **Technical Support:** Up to 40 hours of technical assistance for data migration
- **System Integration:** Help with importing data into alternative legal management systems
- **Custom Export Scripts:** Development of custom export formats for specific target systems
- **Documentation:** Comprehensive data dictionary and migration guides

10.4.2 Recommended Alternative Systems

- **Similar Systems List:** Curated list of alternative legal management systems
- **Feature Comparison:** Detailed comparison of features between LexBox and alternatives
- **Migration Complexity Assessment:** Analysis of data migration complexity for each alternative

10.5 Financial Arrangements

10.5.1 Final Billing and Refunds

- **Pro-rata Refunds:** Unused subscription fees refunded on a pro-rata basis
- **Export Service Fees:** Standard data export included; complex custom exports may incur additional fees
- **Outstanding Balances:** Clear settlement of all outstanding fees before data export

10.5.2 Payment Processing Transition

- **Payment Gateway Transition:** 30-day notice for payment processing changes
- **Recurring Billing Cancellation:** Automatic cancellation of all recurring charges
- **Final Statement:** Comprehensive final billing statement with all charges and refunds

10.6 Legal and Compliance Considerations

10.6.1 Professional Responsibility

- **Attorney-Client Privilege:** All confidential information maintained during transition
- **Legal Hold Requirements:** Compliance with any active legal hold requirements
- **Bar Association Compliance:** Adherence to local bar association technology and confidentiality rules

10.6.2 Liability and Indemnification

- **Data Loss Protection:** Insurance coverage for any data loss during transition
- **Limitation of Liability:** Clear terms regarding system liability after service termination
- **Indemnification:** Protection against claims arising from proper data handling during exit

10.7 Emergency Exit Procedures

10.7.1 Immediate Service Termination

- **Emergency Access:** 24/7 access to critical data during emergency situations
- **Expedited Export:** Priority data export services in emergency situations
- **Alternative Access Methods:** Multiple data access methods in case of system failures

10.7.2 Business Continuity

- **Disaster Recovery:** Access to backed-up data in case of system failures
- **Service Level Guarantees:** Maintained service levels during transition period
- **Critical Function Preservation:** Ensuring access to essential functions during exit process

10.8 Exit Strategy Timeline

Phase	Duration	Activities
Notice Period	90 days	System notifications, planning, alternative evaluation
Data Preparation	30 days	Data validation, export preparation, documentation
Export Process	14 days	Data export execution, verification, delivery
Transition Support	30 days	Migration assistance, technical support
Grace Period	30 days	Final data access, cleanup, verification
Final Deletion	7 days	Secure data deletion, certification

This comprehensive exit strategy ensures that law firms can confidently adopt LexBox knowing they have complete control over their data and a clear path for transitioning to alternative solutions if needed.