

# DISPUTE RESOLUTION AI OFFERING

A large, stylized orange 'Ai' logo is centered within a glowing blue hexagonal frame. The background is a complex, futuristic digital interface with glowing blue lines, grids, and data points, suggesting a high-tech or artificial intelligence theme.

**WEBBER WENTZEL**

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## DISPUTE RESOLUTION AI OFFERING

AI is no longer a future consideration. It is already embedded in core business functions, and the emergence of agentic AI is accelerating that shift. Across credit and pricing decisions, fraud detection, recruitment, supply chains, trading systems, customer engagement and public-sector decision-making, AI systems are executing transactions, managing workflows, monitoring performance, engaging with counterparties and making consequential decisions, often without human intervention at each step. As a result, AI is increasingly driving disputes across traditional areas, including contract, delict, competition, data protection, insurance, financial services, consumer protection, employment, intellectual property and public law.

## WHO THIS IS FOR

Our offering is designed for corporates, financial institutions, technology providers, public-sector bodies and investors operating in AI-intensive sectors, including financial services, mining and energy, telecommunications, healthcare, retail, logistics and digital platforms. We work closely with clients' legal, compliance, risk and technical teams to deliver advice that is commercially grounded and dispute ready.



## WHAT WE OFFER

We combine experienced disputes practitioners with specialists across competition, employment, intellectual property, data protection, regulatory and technology law. This multidisciplinary capability enables us to address AI-related disputes holistically, recognising that legal, technical and reputational issues are often inseparable.

We advise clients across the full lifecycle of AI-related risks and disputes, including:



### AI-DRIVEN COMMERCIAL DISPUTES AND ARBITRATION

We advise on disputes arising from the procurement, deployment and performance of AI systems, product liability claims, as well as disputes relating to system failure, model underperformance or bias, data quality, vendor liability and other risks arising from AI and technology contracts.



### REGULATORY INVESTIGATIONS

We support clients in responding to regulatory investigations linked to AI use, including in areas such as data protection, financial services, competition, consumer protection and public-sector oversight. This includes managing investigations and related litigation.



### DATA PROTECTION AND PRIVACY

We advise on disputes, regulatory issues and compliance challenges arising from the collection, use, storage and transfer of personal data, including in data-intensive and AI-enabled environments. Our work includes responding to investigations by data protection authorities, advising on data breaches and unlawful data processing, managing cross-border data transfer issues, and handling litigation and other proceedings involving privacy, confidentiality and data security. We also support clients in strengthening data governance and contractual frameworks that underpin the lawful and responsible use of AI.



### COMPETITION AND MARKET CONDUCT DISPUTES

Working with our specialist competition team, we advise on disputes and investigations involving



### EMPLOYMENT DISPUTES

Supported by our employment specialists, we advise on disputes arising from AI-enabled recruitment, performance management, monitoring and workforce analytics, including discrimination, unfair dismissal and collective labour issues.



### INTELLECTUAL PROPERTY AND CONTENT-BASED DISPUTES

Together with our intellectual property experts, we advise on disputes involving copyright, confidential information data ownership and IP rights in AI-enabled environments. This includes disputes relating to the use of data and content in AI systems, ownership of outputs generated by AI technologies, misuse of confidential or proprietary information (including image rights), defamation and privacy issues, and disputes arising from technology licensing arrangements.



### CYBERSECURITY AND AI SYSTEM INTEGRITY DISPUTES

We advise on disputes and claims arising from AI-specific vulnerabilities, including data poisoning, model manipulation, adversarial attacks and failures of AI governance and security controls.



### BUSINESS AND HUMAN RIGHTS

We advise on business and human rights, including including stakeholder mapping, human rights due diligence, risk identification and mitigation, corporate governance, and remedies.

algorithmic pricing, digital platforms, data-driven market power and alleged collusion or exclusionary conduct linked to AI-enabled systems.

## OUR SERVICE OFFERING INCLUDES

WE SUPPORT CLIENTS ACROSS THE FULL AI RISK LIFECYCLE, FROM EARLY-STAGE RISK IDENTIFICATION TO EMERGING RISKS AND ESCALATION, BY ADVISING ON:





## OUR TEAM AND CREDENTIALIALS

Our dispute resolution AI speciality team focuses on the legal, regulatory and commercial risks arising from the use of artificial intelligence (AI). We advise clients on emerging AI-related disputes, AI risk management, and complex litigation and arbitration involving AI-enabled decision-making, data-driven systems and advanced technologies.

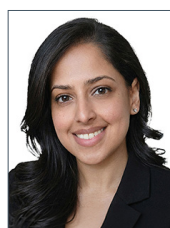
Our team combines deep disputes expertise with a practical understanding of how AI systems operate, how they fail, and how regulators and courts are responding globally. We focus not only on disputes that have already crystallised, but also on anticipating where AI-related disputes are likely to arise next and helping clients prepare for them.



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In a world where AI decisions are increasingly scrutinised, challenged and litigated, we partner with clients to embed dispute intelligence early, protecting value, reputation and regulatory confidence across the AI lifecycle.

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#### **About Webber Wentzel**

We are the leading full-service law firm on the African continent, providing clients with seamless, tailored and commercially-minded business solutions within record times. Our alliance with Linklaters and our relationships with outstanding law firms across Africa ensures our clients have the best expertise wherever they do business.

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