

ID verification for costs professionals

We know that members are concerned about the checks needed to enable costs professionals to submit bills when CCMS is restored. The LAA has issued the FAQ below which explains what you need to do:

Can an external firm handle the verification of their users and provide a third party declaration to our firm if they provide a Data Protection Agreement to meet the LAA requirements? [added 20 August, updated 10 September 2025]

Yes, an external ID checker can be used as long as the following is adhered to:

The external ID checker would rely on an addendum to their Data Processing Agreement (DPA) between the solicitor (Data Controller) and themselves as the Data Processor. The addendum would require the external ID checker, in their capacity as data processors, to validate the identity of individuals who will have access to SiLAS and retain appropriate verification records.

The body undertaking the check must view:

- A valid, in date, government issued photo ID (such as driving licence, passport, biometric residence permit)
- The person being IDed

The body doing the check should then retain an audit log including:

- The unique number of the ID document
- The name of the person checked
- The date the check was completed
- Any declarations as to likeness or completion of check that the Agency are asking for

The record must be retained for at least as long as the user is active on SiLAS, or otherwise in accordance with their normal data retention policy.

The declaration and ID evidence may be requested by the legal aid provider and provided to LAA, usually as part of LAA audit and assurance activity.

If you wish to adopt the above agreement, you will need to speak to your contract manager to obtain an updated declaration to reflect the above requirements.'