SOFTSIM TECHNOLOGIES INC. · ACCESS TO INFORMATION AND PRIVACY

Axcess1 | SoftSim

Ontario

Built around your law — not around generic case management.

Axcess1 takes a request from intake to release under Freedom of Information and Protection of Privacy Act (R.S.O. 1990, c. F.31) and Municipal Freedom of Information and Protection of Privacy Act (R.S.O. 1990, c. M.56).

Your Act
Provisions, time limits, notices and letters already loaded

45 working days
The statutory time limit, calculated for every request

Agentic AI, optional
AI assists. Authorized officials decide.

Free for 30 days
One licence, the full product, no obligation

Built around your law

Many case-management products ask a public body to adapt its process to the software. Axcess1 is configured around the legislation, the procedures, the vocabulary and the reporting obligations of each jurisdiction. An organization chooses its Act once; every screen, deadline, letter and report then follows it.

Generic case management

The organization adapts to the software.

Axcess1

The software follows the legislation and the way government works.

Legislative support — FIPPA

Freedom of Information and Protection of Privacy Act (R.S.O. 1990, c. F.31)

What the Act requires	As configured in Axcess1
Who it applies to	Ontario ministries; agencies, boards, commissions and corporations designated in the regulations; hospitals; universities and colleges of applied arts and technology; service provider organizations; the Assembly only for Opposition leaders' reviewable expense records (s. 1.1).
Time limit to respond	45 working days (s. 26(1)). The due date is calculated when the request is entered, with the holidays of the jurisdiction.
Extensions	s. 27(1): a period reasonable in the circumstances (large volume of records or necessary outside consultations); no fixed maximum. s. 27(1.1): one further extension with the requester's consent, a significant increase in responsive records, or unforeseeable loss of knowledgeable staff or new consultations. Written notice under s. 27(2). The clock also stops from a fee estimate until payment or waiver (s. 57(3.2)) and from a staged access plan until the requester responds (s. 24.2(3)). (s. 27(1), (1.1))
No answer in time	Treated as a refusal (s. 29(4)); overdue requests are flagged.
Third-party notice	Notice under s. 28(1); 20 days for the third party to respond; 30 days to seek review of the decision
Transfer to another body	s. 25(1), (2), within 15 days
Decision and reasons	The decision letter gives the reasons, the provision relied on and the right of review (s. 29(1)).
Fees	$5 application fee for general and own-personal-information requests; search and preparation fees cannot be charged for own personal information; an estimate is required over $25 and a 50% deposit may be required at $100 or more.
Review and complaints	Information and Privacy Commissioner of Ontario; 30 days to ask for a review (s. 50(2))
Annual reporting	IPC Annual Statistical Report — FIPPA
Privacy breaches	Notification is mandatory; the incident register applies this jurisdiction's threshold, notices and time limits.

Loaded for this Act

- **94 provisions** (exemptions, exceptions and exclusions) ready to cite on a redaction, each with its section number.
- **Request types:** General records request (FIPPA s. 24); Own personal information request (FIPPA s. 48); Correction of personal information (FIPPA s. 47(2)).
- **Statutory steps on the timeline:** Extension under s. 27(1) — reasonable period, notice under s. 27(2); Second (final) extension under s. 27(1.1); Notice to affected person s. 28(1) — 20 business days for representations; notice of delay to requester s. 28(4); Decision after third-party representations s. 28(7) — within 10 business days; third party may appeal within 30 business days; Request forwarded or transferred to another institution s. 25 (within 15 business days); Fee estimate s. 57(3) — time limit stops until the fee is paid or waived (s. 57(3.2))….
- **Standard letters** for this Act: acknowledgement, extension, third-party notice, fee notice and decision, from templates your office can edit.

Legislative support — MFIPPA

Municipal Freedom of Information and Protection of Privacy Act (R.S.O. 1990, c. M.56)

What the Act requires	As configured in Axcess1
Who it applies to	Municipalities; school boards, police service boards, public library boards, boards of health, transit commissions, conservation authorities, district social services administration boards, local services boards and other local boards listed in s. 2(1); bodies designated in the regulations; bodies whose members are all appointed by council (s. 2(3)).
Time limit to respond	45 working days (s. 19(1)). The due date is calculated when the request is entered, with the holidays of the jurisdiction.
Extensions	s. 20(1): a period reasonable in the circumstances (large volume of records or necessary outside consultations); no fixed maximum. s. 20(1.1): one further extension with the requester's consent, a significant increase in responsive records, or unforeseeable loss of knowledgeable staff or new consultations. Written notice under s. 20(2). The clock also stops from a fee estimate until payment or waiver (s. 45(3.2)) and from a staged access plan until the requester responds (s. 17.2(3)). (s. 20(1), (1.1))
No answer in time	Treated as a refusal (s. 22(4)); overdue requests are flagged.
Third-party notice	Notice under s. 21(1); 20 days for the third party to respond; 30 days to seek review of the decision
Transfer to another body	s. 18(2), (3), within 15 days
Decision and reasons	The decision letter gives the reasons, the provision relied on and the right of review (s. 22(1)).
Fees	$5 application fee for general and own-personal-information requests; search and preparation fees cannot be charged for own personal information; an estimate is required over $25 and a 50% deposit may be required at $100 or more.
Review and complaints	Information and Privacy Commissioner of Ontario; 30 days to ask for a review (s. 39(2))
Annual reporting	IPC Annual Statistical Report — MFIPPA
Privacy breaches	The incident register records each breach and what the rules of this jurisdiction require.

Loaded for this Act

- **67 provisions** (exemptions, exceptions and exclusions) ready to cite on a redaction, each with its section number.
- **Request types:** General records request (MFIPPA s. 17); Own personal information request (MFIPPA s. 37); Correction of personal information (MFIPPA s. 36(2)).
- **Statutory steps on the timeline:** Extension under s. 20(1) — reasonable period, notice under s. 20(2); Second (final) extension under s. 20(1.1); Notice to affected person s. 21(1) — 20 business days for representations; notice of delay to requester s. 21(4); Decision after third-party representations s. 21(7) — within 10 business days; third party may appeal within 30 business days; Request forwarded or transferred to another institution s. 18 (within 15 business days); Fee estimate s. 45(3) — time limit stops until the fee is paid or waived (s. 45(3.2))….
- **Standard letters** for this Act: acknowledgement, extension, third-party notice, fee notice and decision, from templates your office can edit.

Legislation-to-feature matrix

Legislative requirement	Axcess1 support
Statutory deadline	45 working days (s. 26(1)): calculated automatically for each request; overdue and upcoming requests on the dashboard.
Extensions and holds	Recorded as events that move the due date, each tied to its section of the Act.
Exemptions and exclusions	The provisions of FIPPA and MFIPPA in the redaction editor, each with its section number.
Third parties and consultations	Notices, consultation packages and their due dates tracked on the request.
Fees	Fee notices and payments recorded on the request.
Reviews, appeals and complaints	Recorded on the request timeline with their dates and outcome.
Redaction	Done by the analyst in the built-in editor; optional AI suggestions that the analyst accepts or rejects.
Decision letters	Generated from templates for this Act, with the provisions cited.
Release	A release package built from the reviewed records; redactions are permanent in the released file.
Annual statistics	Annual access statistics for the period, with each figure traceable to its requests.

Legislative requirement	Axcess1 support
Audit trail	Every action on a request is recorded with the user and the time.

From request to release

Step	What Axcess1 does
Receive and validate	The request is entered with its type, requester and date received; a number is issued from your own numbering pattern.
Calculate the deadline	The due date follows the Act: 45 working days (s. 26(1)). Holds and extensions move it and are recorded.
Assign and search	The request is assigned to an officer; the units holding records are tasked and their answers tracked.
Collect and review	Records are uploaded (PDF, Office files, scans with text recognition) and reviewed page by page.
Apply the provisions and redact	The analyst marks a passage and picks the provision of this Act; the released copy shows the section relied on.
Consult	Consultation packages are produced per party, with their due dates.
Approve	The response goes to the approver's inbox for review and signature.
Release	The release package and the decision letter are generated from the request.
Report	Requests, processing times, decisions and provisions invoked are counted for the period you choose.

Agentic AI across the lifecycle

AI is switched off until your administrator turns it on, one capability at a time. **AI assists. Authorized officials decide.**

Agent	What it does
Intake agent	Proposes a new request from a message, the portal or a drop folder; an officer confirms it.
Document intelligence	Summarizes and classifies the records and finds the people and organizations named in them.
Responsiveness agent	Suggests which records answer the request.
Exemption assist	Proposes provisions of FIPPA with reasons; redaction candidates appear in the editor.
Consultation agent	Suggests who should be consulted and on which pages.
Quality assurance agent	Checks a package a second time before release.
Deadline watch	Lists the requests at risk of running late.
Copilot	Answers questions about a request, citing the records it used.

Audio and video, redacted and checked

- **Picture and sound together:** blur or black out part of the picture and mute or bleep what is said at the same moment, each redaction tied to the provision of your Act.
- **Faces, licence plates, screens and text found for you:** detection runs on the server that runs Axcess1 (yours, or ours in Canada), with no outside AI service, and follows each one as it moves. An authorized official accepts or rejects every find.
- **Checked before release:** each redacted copy is compared with the original, box by box and passage by passage, and a copy that fails is not released. Location, author and device details are removed; the original is never changed.

Migration, deployment and security

- **Migration:** case history, requesters and documents are brought over from the system you use today.
- **Deployment:** hosted by SoftSim in Canada, on your own private cloud or servers, or standalone on a PC or Mac.
- **Security:** SoftSim is cleared by the Government of Canada at the Top Secret level. Each organization's records are separate, access is controlled by role and every action is recorded.

Try it free for 30 days

One free licence for 30 days, with the full product and no obligation.

If you keep it (Canadian dollars, plus applicable taxes)	Price
Single user	$999 a year
Standalone for your PC or Mac	$999 to buy and install on your own computer
Technical support, upgrades and maintenance	$599 a year
Hosting by SoftSim	$1,119 a year per user
Organization licence, up to 5 users	**$4,999 a year**, hosted, with support, upgrades, backups, security and recovery

Write to **atip@softsim.ca** to start your free month or to see a 30-minute demonstration. · axcess1.ca

Axcess1 supports configurable workflows designed around the applicable legislation. Government organizations remain responsible for legal interpretation and statutory decisions. Summaries of the legislation are paraphrases prepared from the published text; they are not legal advice. Text of the Act checked on 2026-10-01.