SOFTSIM TECHNOLOGIES INC. · FREEDOM OF INFORMATION

Axcess1 | SoftSim

United Kingdom

Built around your law — not around generic case management.

Axcess1 takes a request from intake to release under Freedom of Information Act 2000 (2000 c. 36) and UK GDPR and Data Protection Act 2018 (right of access, Art. 15) (Regulation (EU) 2016/679 as retained in UK law; 2018 c. 12).

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

20 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 — FOIA

Freedom of Information Act 2000 (2000 c. 36) and *UK GDPR and Data Protection Act 2018 (right of access, Art. 15)* (Regulation (EU) 2016/679 as retained in UK law; 2018 c. 12)

What the Act requires	As configured in Axcess1
Who it applies to	Public authorities within s. 3: bodies, persons and office holders listed in Schedule 1 (government departments, Parliament, the Northern Ireland Assembly, the Senedd, the armed forces, local government, the National Health Service, maintained schools and universities, police, and other listed bodies), bodies designated by order under s. 5, and publicly-owned companies (s. 6). Scottish public authorities are covered by the Freedom of Information (Scotland) Act 2002 instead.
Time limit to respond	20 working days (s. 10(1)). The due date is calculated when the request is entered, with the holidays of the jurisdiction.
Extensions	Up to 20 working days. Only to weigh the public interest on a qualified exemption: “such time as is reasonable” (s. 10(3)); the s. 45 Code (para. 4.6) and ICO guidance say normally no more than a further 20 working days (40 in total). A s. 17 notice naming the exemption and an estimated date is still due within 20 working days. Clarification (s. 1(3)): time runs from receipt of the further information. Fees notice (s. 9): working days until the fee is paid are not counted (s. 10(2)); fee payable within three months. (s. 10(3))
Third parties	The Act sets no formal notice; consultations are recorded and tracked on the request.
Decision and reasons	The decision letter gives the reasons, the provision relied on and the right of review (s. 17).
Fees	Amounts are in pounds sterling (GBP). No application fee. A request may be refused when the estimated cost exceeds the appropriate limit (s. 12): £600 for bodies in Part I of Schedule 1 (central government, Parliament, armed forces) and £450 for other authorities, at £25 per person-hour (24 or 18 hours). A fees notice (s. 9) may charge communication costs only (copying, postage). Subject access requests are free in most cases.
Review and complaints	Information Commissioner’s Office (named “the Information Commission” in the Act as amended); 42 days to ask for a review (s. 50 (no statutory limit; s. 50(2)(b) “undue delay”); ICO guidance: six weeks)
Annual reporting	FOI compliance statistics (s. 45 Code of Practice, paras 8.5-8.6) — best practice, not a statutory report
Privacy breaches	Notification is mandatory; the incident register applies this jurisdiction’s threshold, notices and time limits.

Loaded for this Act

- **98 provisions** (exemptions, exceptions and exclusions) ready to cite on a redaction, each with its section number.
- **Request types:** Freedom of information request (FOIA s. 1); Environmental information request (EIR reg. 5); Subject access request (UK GDPR Art. 15).
- **Statutory steps on the timeline:** Public interest test extension under s. 10(3) (reasonable time; normally no more than a further 20 working days; s. 17 notice still due within 20 working days); Clarification sought under s. 1(3) — the 20 working days run from receipt of the further information; Fees notice issued under s. 9 — working days until the fee is paid are not counted (s. 10(2)); fee payable within three months; Third-party consultation (s. 45 Code of Practice, ch. 3; no statutory notice, views not binding); Internal review requested (s. 45 Code, ch. 5: within 40 working days of the response; outcome normally within 20 working days); Complaint to the ICO under s. 50 (after internal review; ICO guidance: within six weeks)….
- **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	20 working days (s. 10(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 FOIA and UK GDPR / DPA 2018 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.

Legislative requirement	Axcess1 support
Annual statistics	Annual access statistics for the period, with each figure traceable to its requests.
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: 20 working days (s. 10(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 FOIA 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.

Prices are quoted in your own currency. Write to us for the price list for your country.

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 2026-10-03.