



Built around your law — not around generic case management.

Access1 takes a request from intake to release under Code of relations between the public and the administration, Book III (access to administrative documents and re-use of public information) (CRPA, Book III, arts. L. 300-1 to L. 351-1 and R. 311-3-1-1 ff.) and General Data Protection Regulation (right of access, art. 15) and Act n° 78-17 of 6 January 1978 on information technology, data files and civil liberties (Regulation (EU) 2016/679; Act n° 78-17 of 6 January 1978).

Your Act

Provisions, time limits, notices and letters already loaded

30 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. Axxess1 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.

Axxess1

The software follows the legislation and the way government works.

Legislative support — CRPA

Code of relations between the public and the administration, Book III (access to administrative documents and re-use of public information) (CRPA, Book III, arts. L. 300-1 to L. 351-1 and R. 311-3-1-1 ff.) and General Data Protection Regulation (right of access, art. 15) and Act n° 78-17 of 6 January 1978 on information technology, data files and civil liberties (Regulation (EU) 2016/679; Act n° 78-17 of 6 January 1978)

What the Act requires	As configured in Axxess1
Who it applies to	Administrations within art. L. 300-2 CRPA: the State, local authorities (communes, departments, regions, intercommunal bodies), other public-law persons (public establishments, independent administrative authorities) and private-law persons entrusted with a public service mission, for documents produced or received in that mission, whatever their date, place of storage, form or medium. Parliamentary assemblies are excluded (ordonnance n° 58-1100). A person responsible for access (PRADA) must be designated by ministers, prefects, communes and intercommunal bodies of 10,000 inhabitants or more, departments, regions, and public establishments or public-service bodies with at least 200 staff (art. R. 330-2).
Time limit to respond	30 days (art. R. 311-12 et R. 311-13 CRPA; RGPD, art. 12, par. 3; C. env., art. R. 124-1). The due date is calculated when the request is entered, with the holidays of the jurisdiction.
Extensions	The CRPA provides no extension: after one month without an answer the request is deemed refused and the requester may refer the matter to the CADA. Personal data (GDPR art. 12(3)): the one-month period may be extended by two further months given the complexity and number of requests; the person is informed of the extension and the reasons within one month of receipt. Environmental information (Code de l'environnement, art. R. 124-1): the period becomes two months where the volume or complexity of the information justifies it; the requester is notified, with reasons, within one month. (RGPD, art. 12, par. 3; C. env., art. R. 124-1)
No answer in time	Treated as a refusal (arts. R. 311-12, R. 311-13); overdue requests are flagged.
Third parties	The Act sets no formal notice; consultations are recorded and tracked on the request.
Transfer to another body	arts. L. 114-2, L. 311-2 para. 6
Decision and reasons	The decision letter gives the reasons, the provision relied on and the right of review (art. L. 311-14 (implicit refusal: art. L. 232-4)).

What the Act requires	As configured in Axxess1
Fees	Amounts are in euro (EUR). No application fee. Consultation on site and sending by e-mail of a document held in electronic form are free (art. L. 311-9). Copies at the requester's cost, not exceeding the cost of reproduction: at most €0.18 per black-and-white A4 page, €1.83 per diskette, €2.75 per CD-ROM, plus postage; staff time for searching, copying or redacting may not be charged (art. R. 311-11). The requester is told the total in advance and payment may be required first. Personal data (GDPR): free; a reasonable fee only for further copies or manifestly unfounded or excessive requests (arts. 12(5), 15(3)).
Review and complaints	Commission d'accès aux documents administratifs (Commission for access to administrative documents); 60 days to ask for a review (art. R. 343-1 (two months from notification of the refusal or from expiry of the one-month period of art. R. 311-13); referral is a mandatory prerequisite to any court action (art. L. 342-1, last para.))
Privacy breaches	Notification is mandatory; the incident register applies this jurisdiction's threshold, notices and time limits.

Loaded for this Act

- **40 provisions** (exemptions, exceptions and exclusions) ready to cite on a redaction, each with its section number.
- **Request types:** Access to administrative documents (CRPA, art. L. 311-1); Environmental information (Code de l'environnement, art. L. 124-1); Access to own personal data (GDPR art. 15; Act n° 78-17, art. 49); Rectification of personal data (GDPR art. 16; Act n° 78-17, art. 50); Re-use of public information (CRPA, art. L. 321-1).
- **Statutory steps on the timeline:** Request received by the competent administration — start of the one-month period (art. R. 311-13); acknowledgment of receipt with the implicit-refusal date and remedies (arts. L. 112-3, R. 112-5); Request forwarded to the competent administration or to the administration holding the document; requester informed (arts. L. 114-2, L. 311-2 para. 6); Requester told the total reproduction and postage costs; prior payment may be required (art. R. 311-11); Document communicated in the form chosen by the requester: free consultation on site, copy, e-mail or online publication (art. L. 311-9); Express refusal — written decision with reasons, stating the remedies and time limits (referral to the CADA within two months) (art. L. 311-14); Implicit refusal — no answer within one month of receipt (arts. R. 311-12, R. 311-13); the requester may refer it to the CADA within two months....
- **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	30 days (art. R. 311-12 et R. 311-13 CRPA; RGPD, art. 12, par. 3; C. env., art. R. 124-1): 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 CRPA and GDPR / Data Protection Act 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.
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: 30 days (art. R. 311-12 et R. 311-13 CRPA; RGPD, art. 12, par. 3; C. env., art. R. 124-1). 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.

Step	What Axxess1 does
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 CRPA 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 Axxess1 (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.

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Acess1 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 2026-10-21.