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The National Archives

Detailed terms and conditions for Conditions of Entry and Code of Conduct

Definitions

- 'the Act' means the Public Records Act 1958
- 'the Chief Executive' means the Chief Executive and Keeper of The National Archives
- 'The National Archives' or 'TNA' may mean, depending on context, the institution, the collections, or its buildings and grounds.
- 'Research and Enquiries Room' means any part of The National Archives set apart for the consultation of finding aids, library material and surrogate records
- 'Reading Rooms' means the Document Reading Room and/or Map and Large Document Reading Room and any part of The National Archives used for the consultation of original records (although they may also contain surrogate material and published works)
- 'The National Archives Senior Manager' means any person appointed by the Chief Executive or, in his/her absence, any other person authorised by the Chief Executive to act on his/her behalf (see Appendix 1: Senior Manager and Service Manager Roles)
- 'The National Archives staff' refers to any person employed or contracted by The National Archives for the purposes of its functions under the Act
- 'record' includes any and every document, manuscript, picture, print, photograph, engraving, etching, deed, map, chart, plan, book, pamphlet, music score, card index, microfilm, microfiche, and any other article of like nature, in hardcopy or electronic format forming part of the holdings of The National Archives
- 'public record' means a record, which is part of the statutory holdings of The National Archives
- 'Item that can be confused' means any document or other item which in the opinion of The National Archives' staff might be confused with a record from our collection

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- 'emergency situation' includes situations where all or part of The National Archives is required to be evacuated for security reasons or because of threat from fire or other hazard and practices and false alarms
- An act performed in connection with the proper execution of their duty by The National Archives' staff shall not be deemed to be a contravention of the Code of Conduct.

Appendix 1: Senior Manager and Service Manager Roles

In relation to the Code of Conduct and the Conditions of Entry, the following have the status of:

Senior staff:

Chief Executive, and any designated deputy: comprehensive responsibility

Incident Manager: comprehensive responsibility during all emergency situations

Director of Public Engagement & Sector Leadership (and as delegated by the director, the Head of Collections Expertise & Engagement and the Head of Visitor Experience): responsibilities include on site services to readers and visitors

Director of Public Records Access & Government Services (and as delegated by the director, the Head of Document Services): responsibilities include on site services to readers, and document delivery

Chief Operations Officer (and as delegated by the director, the Head of Estates & Facilities): responsibilities include health & safety

Service Managers:

Enquiry Service Manager: responsible for overall supervision of the Research and Enquiries Room, Document Reading Room, and the Map and Large Document Reading Room, and the issuing of readers' tickets. Responsible for exclusion or removal of readers if referral to a Senior Manager is not practicable, or until a referral can be achieved. The manager is empowered to request readers or visitors displaying unacceptable or abusive behaviour to leave and may if appropriate, escort them from the premises. Empowered to call the police if required.

Research Service Manager: responsible for overall supervision of the Research and Enquiries Room. Responsible for exclusion or removal of readers under either the Code of Conduct or the Conditions of Entry for the Reading Rooms if referral to a Senior Officer is not practicable, or until a referral can be achieved. The manager is empowered to request readers or visitors displaying

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unacceptable or abusive behaviour to leave and may if appropriate, escort them from the premises. Empowered to call the police if required.

Duty Security Manager: responsible for the implementation of building security across The National Archives. The Manager is empowered to request any person displaying unacceptable or abusive behaviour to leave and may if appropriate escort them from the premises. Empowered to call the police if required. Cannot make a decision to exclude, this must be referred to a TNA service manager or senior manager.

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Appendix 2: Readers' Tickets

No admittance to the Document Reading Room and Map and Large Document Reading Room is possible without:

Reader's Ticket

On completion of the 'Reader induction module', Readers' Tickets are available only to persons aged 16 years or over. **Two** proofs of identity are required – one to prove identity and one to prove address. Documents can only be used **either** as proof of address, **or** as proof of identity; they cannot be used for both. Please note that it is your responsibility to provide official translations for foreign documents, where necessary.

Acceptable proofs are:

Proof of identity (supported by an original paper proof of address):

- Expired National Archives' Reader's Ticket (within 12 months of expiry date)
- Driving licence with an address (paper)
- Drivers licence (photo card)
- Passport
- Bank or credit card
- National ID card (photo card)
- Police/Customs or Home office warrant card
- Forces ID card
- Sea or Air Masters licence
- Blue Badge (driver's pass)
- Freedom Pass photo card (this must have your photo and name embedded into the card)

Paper proof of address (issued within the last six months and in support of a paper proof of identity):

- Utility Bill
- Bank or building society statement
- Credit card statement
- Council tax bill
- HM Revenue & Customs statement

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- Driving licence with an address (paper)
- Driver's licence (photo card)
- Passport (with an address entered by the issuing authority)
- Home Office permit to stay
- National ID card with an address
- University certificate for hall of residence
- Firearms licence
- Home insurance policy
- International student ID photo card with an address
- Student Loans Company letter
- Pension, Benefit Agency or family credit letter statement

Proof of Identity (supported by an electronic proof of address):

- Expired National Archives' Reader's Ticket (within 12 months of expiry date)
- Driver's licence (photo card)
- Passport
- National ID card (photo card)
- Police/Customs or Home office warrant card
- Forces ID card
- Blue Badge (driver's pass)
- Freedom Pass photo card (this must have your photo and name embedded into the card)

Electronic proof of address (issued within the last six months):

You will be able to use a proof of address that was generated online to register for a Reader's Ticket. An online proof of address must have been provided to you in this format by the issuing body or organisation.

If you use an electronic proof of address you must use a photographic proof of name.

You can show us your online proof of address via your own device (smartphone, tablet or laptop) or by bringing a printout with you.

- Utility Bill
- Bank or building society statement
- Credit card statement

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- Council tax bill
- HM Revenue & Customs statement
- University certificate for hall of residence
- Home insurance policy
- Student Loans Company letter
- Pension, Benefit Agency or family credit letter statement

A Reader's Ticket gives access to all open original documents, unless a surrogate exists.

All tickets are non-transferable. Only one current Reader's Ticket may be held per person. Lost or stolen tickets must be reported immediately. Ticket holders are responsible for any use of a ticket issued to them unless and until they have reported it stolen. The ticket is at all times the property of The National Archives and must be surrendered on demand.

Any personal data processed by the National Archives will be managed in accordance with our [Data Protection Policy](#) and our [Privacy Notice](#).

A charge is made for the replacement of tickets that have been lost, damaged, forgotten etc. Replacements will only be issued with acceptable proof of identity. Stolen tickets will be replaced free of charge (with acceptable proof of identity) on production of a Police Crime Reference Number.

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Appendix 3: Opening hours

Readers may remain in the reading rooms up to the time fixed for closing. All records must be returned within this time.

To allow time for returning records, staff may instruct readers to begin returning records ten minutes before closing time.

The reading rooms must be cleared within five minutes of closing time and the building cleared within ten minutes of closing time.

Appendix 4: Permitted items allowed into the reading rooms

We allow the following research aids in the reading rooms.

Paper research:

- up to five standard pencils (not coloured and without erasers)
- One propelling pencil (with eraser removed)
- up to 20 sheets of loose papers and three spiral bound notepads
- your own historical papers (you must register these with Security upon entry to the original document reading rooms)

Electronic equipment:

- mobile phones (switched to silent mode)
- laptops and tablets (sound must be disabled)
- camera (the flash and shutter noise must both be disabled)
- headphones (these must not be loud enough to disturb other users)
- plugs, leads and cables to connect your own devices to our power sockets.

USB cameras (and integral stands of up to 60cm) will be allowed into the document reading rooms if they conform to the following specifications:

- They have a single freestanding column (not a tripod or a mount that requires affixing to the desk).
- A preservation barrier is placed between the stand/column and the document.
- Any integral light source, flash or sound function is disabled.
- Cables between the camera and the image storage device do not touch, obstruct or impede the document.

Other items:

- a transparent/clear plastic bag (available at the locker area)
- a change purse or wallet (these must fit within one of our clear plastic bags)
- desktop photography backdrops (for digital photography of documents)

*Other items may be permitted at the discretion of the Enquiry Service Manager

Appendix 5: Restrictions on Permitted Items

Bags for valuables

You may bring one single clear plastic A4 document wallet or one single clear plastic bag (supplied on request) into the reading rooms to carry authorised items, the safekeeping of valuables and/or medication required for emergency use only. Restricted items, including any bag, briefcase, document case or other container, even though they may be valuable, may not be taken in to the reading rooms.

Documents

Items which might possibly be confused with a record and taken in to the reading rooms without such a declaration (see Appendix 4: Permitted items allowed into the Reading Rooms) are liable to be confiscated on exit, while we determine each item's provenance.

Clothing

Any item (carried or worn) which in the opinion of our staff might cause damage to, or be used to conceal, a record, or which might cause an obstruction within the reading rooms (see Appendix 4: Permitted items allowed into the Reading Rooms) is not permitted. Any item, which is causing an obstruction or which compromises the security of the documents shall be removed from the reading rooms on the request of our staff.



Appendix 6: Inappropriate handling of records

The following are considered inappropriate in the handling of records:

- Writing on or marking a record
- Folding or creasing a record
- Any unnecessary handling or touching of a record
- Handling unhoused photographs and negatives without using the gloves provided. Gloves are not required if the photographs and negatives are in an album, mounted or in polyester sleeves.
- Handling contaminated records without using the gloves and other protective measures that are provided
- Allowing a record to hang over the edge of a table
- Licking or moistening fingers while handling a record
- Flicking or fanning through the pages of a record
- Use of an instrument to turn the pages of a record
- Leaning, or placing objects, other than document weights provided by The National Archives, on the records
- Re-arranging the order of loose records or removing any tags, staples or other binding from records, and failure to use equipment such as foam wedges to support bound volumes (if it is practicable to do so)
- Tracing of documents
- Carrying microfilms except in the appropriate box
- Sharpening pencils in the reading rooms

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Appendix 7: Ordering and issuing of records

Advanced Orders

Advanced orders may be made for up to twelve documents. The following information will be required when making an advanced order:

- Name
- Valid Reader's Ticket or preregistration number.
- Full catalogue document references
- Date of visit (within twelve weeks)
- Contact details

Maximum number of orders per day

There is a limit of 24 documents that can issued per reader at any one time. If documents are returned then other orders may be made, as long as the number of documents in use does not exceed 24.

Number of records that can be consulted at the desk at any one time

Documents that can be consulted on desks are limited to

- 1 box, or
- 1 loose file, or
- 3 tagged files (the papers within being held together by a Treasury tag)
- 3 bound volumes

Limits on issues per day - exceptions

Exceptions to document ordering rules occur with:

- a. Orders made on behalf of readers by Document Services staff that are in addition to normal limits.
- b. Bulk orders, made by arrangement with Document Services, that permit:
 - A minimum of 15 consecutive documents from a single department and series up to a maximum of 50 documents.

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- A minimum of 15 non-consecutive documents from the same department and series up to a maximum of 30 documents.



Availability of documents

On rare occasions a document that has been seen on previous visits may no longer be available.

Documents are produced in accordance with the [Takedown and Reclosure Policy](#) which sets out the circumstances in which information previously available in transferred public records can be reclosed.

Anyone may make a request to have material in an open record assessed by The National Archives' Reclosure panel. If you have a concern about material produced to you in the reading room, please take the record to the staff at the counter.

Before publishing their research, users should check the current access status of documents on Discovery.

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Appendix 8a: Conditions relating to supply of copies by The National Archives

Copyright

Copies of Public Records in Crown Copyright

Most public records in The National Archives are in Crown copyright. Any public records that are subject to Crown copyright should be made available under the terms of the Open Government Licence (OGL). The OGL is a simple set of terms and conditions that [facilitates the re-use of a wide range of public sector information](#) free of charge.

Applications for permission to use copies of images for publication (including website publication), exhibition or broadcast or any commercial purpose must be addressed to The National Archives' Image Library, The National Archives, Kew TW9 4DU.

Email image-library@nationalarchives.gov.uk

There are no restrictions on the use of copies for non-commercial research or private study. You may make and use copies for education and teaching purposes. [Further information about copyright](#) can be found on our website.

Copies of Public Records in privately owned (i.e. not Crown) Copyright

There are no restrictions on the use of copies for non-commercial research, private study or education (as defined above) within the limits set in UK copyright law.

Applications for permission to use copies for publication (including web-site publication), exhibition or broadcast or any other purpose must be addressed to the current owner(s) of the copyright in the original document. Anyone wishing to reproduce the material in transcript, translation or facsimile is responsible for identifying the current owner and for obtaining any permission required.

Copies of non-public records and of published Copyright works held in The National Archives

These are supplied subject to the customer completing a declaration form and observing the conditions it contains. Any infringement of these conditions may

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result in legal action. Any use other than for non-commercial research, private study or education, if approved by the copyright owner, may also require the permission of the Image Library. The National Archives' Copyright Officer will provide further information on request.

Appendix 8b: Conditions relating to records copied by users

Copyright

Readers must observe the copyright conditions below. **The Chief Executive does not authorise the making of any copies by readers or the subsequent use of them except as set out below.** Readers are responsible for any copyright infringement.

Self-service copying of records

Readers may use their own hand-held camera, smartphone, tablet or laptop to take still images of some documents. Devices that scan images or have an integral or external stand or extension (such as a tripod or selfie stick) are not permitted (see appendix 4 for single exception). Dedicated camera stands are available in the document reading rooms with a standard screw-in mount. Universal adapters that allow smartphones or tablets to use our camera stands are permitted. Flash photography is not permitted.

Readers may make their own copies of records in Crown copyright in accordance with appendix 8a (1) above.

Readers may make copies of records in privately owned (i.e. not Crown) copyright only as permitted by current copyright legislation. Readers should obtain legal advice as necessary on what is permitted. Any approval given for copying by a member of staff of The National Archives relates solely to the physical condition of the document and must not be taken as giving permission for the copying of any copyright work. Any use of copies for a commercial purpose will require permission from the Image Library, as explained in Appendix 8a, in addition to any permission from the copyright owner.

Data Protection Act and use of copied records

Please note that under the terms of the Data Protection Act 2018, readers or users become the Data Controller for the use made of any information obtained from The National Archives that identifies living individuals. Further assistance on responsibilities under the Data Protection Act is available from the Information Commissioner [ico.org.uk].

Appendix 9: Harassment

Harassment is any behaviour, which is unwelcome or offensive to the individual receiving it. It can include comments, gestures, actions, jokes and suggestions. Sometimes it is explicit or explicitly offensive and sometimes it works subtly by innuendo. It is often intimidating and threatening. Sometimes it can be persistent and sometimes it can take the form of an isolated incident. It can be directed to one person or a group of people. It may be expressed directly or apparently directed at no one. It can involve physical contact or be verbal, written or silent.

It could include the following:

- Threats or other aggressive behaviour
- Swearing or verbal abuse
- Personal comments/insults
- Bullying or intimidation
- Unsolicited telephone calls, letters, notes, emails
- Persistent or vexatious enquiries
- Display or transmission by-e-mail or social media of offensive (e.g. racist or pornographic) material
- Racist/sexist remarks or behaviour
- Unwanted touching/physical contact
- Behaviours, which are deemed intentional and disturb, obstruct, embarrass, or interrupt any other person using our services.

The above list is meant as a guide and is not exhaustive.

Appendix 10: Exclusion

Exclusions may be for one month or longer and may even be permanent. They may apply to The National Archives as a whole or to parts of it.

The decision to deny entry to a person, or to exclude them from all or any part of The National Archives, may be taken if the situation requires it by a service manager or a more senior manager, (see [Appendix 1: Senior Staff and Service Manager Roles](#)) . An excluded person has the right to know why they have been excluded, the name or other identifier of the officer authorising the exclusion and the address to which any comment or complaint may be made.

Exclusions of more than one month must be authorised by a Director, and the excluded person then has a right of appeal to the Chief Executive (see [Appendix 12: Exclusion - Appeals Procedure](#)). Any person excluded from use of The National Archives or any part of it has the right of complaint under The National Archives' procedure. The person being excluded must receive a copy of The National Archives' complaints procedure.

Following an exclusion of any duration, the excluded person must meet, by appointment, with the Head of Document Services, or their appointed deputy, before a new Reader's Ticket will be issued.

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Appendix 11: The National Archives' Internet Acceptable Use Policy

Introduction

The National Archives provides internet access for members of the public who visit our buildings, both on the public computers in its reading room and through a wireless internet service for visitors who bring their own internet-enabled devices.

The internet allows access to valuable information in many different formats, however we recognise the importance of good security practices in use of the Internet, and that such a resource may be open to misuse and abuse. This policy details the terms and conditions governing use of the internet by members of the public.

Conditions of Access

You may use your own wireless internet devices in all public areas, but must abide by the rules and regulations as laid out in Appendix 11.

To help ensure a reliable service for all of our users and to prevent breaches of this policy, we will monitor and record all web and internet activity including use of webmail, search engine queries and all sites visited. If you do not agree to being monitored in this way, you should not use our internet service.

Computers provided for use in the Document Reading Room, Research and Enquiries Room and Map and Large Document Reading Room are for research and event use only, and should not be used for general internet browsing.

Filtering

Filtering systems are in use to block internet content which is potentially offensive, insecure or illegal. You should be aware that no filtering mechanism is 100% reliable, and our systems may also inadvertently block acceptable material.

We will consider allowing access to blocked websites after verifying the security of such sites and the content provided. All such requests should be made to a member of staff, who will contact our IT department on your behalf. We will

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respond to this request as quickly as possible, though this may take up to ten working days and access cannot be guaranteed.

Malware

Malware protection software is in use on all our computers. You must not attempt to disable or tamper with this software. If you are using your own device, we do not guarantee protection from malware and other security breaches. We do not accept any liability for damage to equipment, software, loss or corruption of data, or any actions resulting from malware or malicious activity.

Penalties for Misuse of the Internet

We will refuse and remove internet access to any visitors who break any of the conditions and regulations laid out in Appendix 11. We reserve the right to determine what is considered a breach of these conditions and regulations. If deemed appropriate, further action may be undertaken, including exclusion from our premises or reporting incidents to the police.

The Internet and your responsibilities

We cannot guarantee the quality, accuracy or availability of information on any external website, nor can we guarantee that all harmful, undesirable, or offensive material will be blocked by our filtering systems. As an internet user, it is your personal responsibility to verify the quality and accuracy of information you find. We assume no liability for any loss, damage or injury, direct or indirect, suffered as a result of using the internet on our premises.

Safe use of the Internet

You should be aware of the risks attached to internet usage. Sending personal or private details over the Internet may lead to the receipt of unwanted mail and attention. Online financial transactions should only be conducted over secure connections. We cannot be held liable for any losses resulting from sending confidential financial information via the Internet. For those using wireless access, there are security measures in place to protect against other wireless users accessing your data. We make no guarantee that such measures will succeed, and accept no liability should this occur.

Prohibited Uses

You must not use our Internet service to access, store, transmit or publish any material that is obscene, discriminatory, defamatory, illegal, may cause harassment or gross offence to other users, or may be in breach of UK copyright law.

If you accidentally access such material using our Internet service, or if you witness the accessing of such material by another user, please speak to a member of staff at the Welcome Desk or in the reading rooms.

When using our Internet service, you must not download excessive amounts of data from the internet. Excessive use of this would be where such activity disrupts the service for other users. If in doubt, please speak to a member of staff before carrying out such activities.

You are not allowed to connect any equipment to, or remove any equipment from, our computers. This includes removable media, USB devices, and personal equipment including mobile phones and tablets. You must not attempt to download or install software onto our computers.

We will monitor access to internet websites and other network activity, and anyone who breaches any of the above categories may be the subject of further action.

Data Protection

We are bound by the regulations of the Data Protection Act 2018. We will not release information on the use of specific Internet resources by users except when required by law. The National Archives [Data Protection Policy](#) and [Privacy Notice](#) details how we will handle your personal information.

We require your email address to access our wireless Internet service. This information is required in order to contact a user in the event of a breach of the Acceptable Use Policy.

This data will also be used for analysis to help us develop the range and quality of services provided across The National Archives.



On registering for the Wi-Fi service, you may opt in to receive free email updates about news, products and services, including a regular newsletter, from The National Archives. You may unsubscribe from this service at any time. We will not contact you with marketing information unless you opt in to receive it.

Appendix 12: Exclusion - Appeals Procedure

Introduction

Exclusion from all or part of The National Archives, including suspension of a Reader's Ticket, as laid out in Appendix 10: Exclusion, allows for an 'appeal to the Chief Executive' against the exclusion. This document sets out the policy and procedure for managing such appeals.

Terms of Reference for Appeal

The appeal is to hear and determine:

- whether the exclusion was fair and justifiable;
- and, if so, whether the period of exclusion was appropriate and proportionate

Unless otherwise agreed, any other appeal conditions are outside the scope of this procedure, and are dealt with according to The National Archives' complaints procedure.

The possible findings are:

- the original decision to exclude is upheld without varying the period of exclusion
- the original decision to exclude is upheld but the period of exclusion is varied (increased or decreased)
- the original decision to exclude is overturned (i.e. the appeal is successful).

Remedies

In the event that an appeal is successful, there is no authority within the appeals process to award any form of compensation or redress, other than to recommend an apology. Any decision to offer compensation or redress is dealt with outside the appeal process, with due regard to Ombudsman best practice guidelines and also to any restrictions on offering redress that may apply to The National Archives as a government department.

Appointment of Person Other Than the Chief Executive to Hear Appeals

In the event that the Chief Executive is unable to hear the appeal, either due to unavailability, or because of a conflict of interest (such as the Chief Executive being party to the complaint that resulted in exclusion), the Chief Executive will appoint one of the non-executive board members to hear the appeal.

Secretary to the Appeal

Once an appeal has been lodged, the Chief Executive will appoint a Secretary to the Appeal. This person should be a senior manager who has not previously been party to, or involved with the handling of, the complaint. The Secretary's role is to act as the single point of contact for all parties to the appeal, and to prepare any papers for the appeal. The Secretary is responsible for handling all communications between the parties to the appeal, including where necessary communicating the appeal decision, in a prompt and timely fashion. All communications relating to the appeal should be communicated via the Secretary.

Appeal Hearings

All appeals are decided 'on the papers', i.e. all submissions must be in writing. There is no provision for oral submissions (i.e. by telephone or in person), except where the appellant would be disadvantaged (such as an appellant with a disability or condition that made written submission difficult). The person hearing the appeal will decide whether to permit oral submissions.

Process and timescales

Once an appellant has notified the Chief Executive that they wish to appeal their exclusion, the Chief Executive will appoint a Secretary (and if necessary another person, usually a non-executive board member, to hear the appeal), and the appellant will be notified in writing within 5 working days, of the contact details for the Secretary.

The appellant then has 20 working days to submit their appeal along with any supporting papers.

The Secretary will file a copy of the papers and then send them to the Chief Executive.

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The Chief Executive then has 20 working days to consider the submission and either come to a decision, or request any further information from the appellant, and also to request any information from The National Archives that is relevant to the appeal.

Where the Chief Executive requests further information, either from the appellant or from The National Archives, a deadline of ten working days to respond is set. The Chief Executive then has a further ten working days to come to a decision.

The Secretary must communicate the decision in writing, to both the Director of Public Engagement & Sector Leadership, and the appellant, within two working days.

The decision is final and there is no further route of appeal within this procedure.

Dissatisfaction with the handling of a complaint is dealt with by [The National Archives' complaints procedure](#).