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| <b>THE</b>      |  |  |
| <b>NATIONAL</b> |  |  |
| <b>ARCHIVES</b> |  |  |
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# Rules of The National Archives, Kew

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|  | Rules of The National Archives made by the Chief Executive and Keeper under s.2 (4) (c) of the Public Records Act 1958 |  |
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**CORONAVIRUS UPDATE:** Please note that special arrangements are currently in place to ensure visitor and staff safety. For the latest information about using our services, including updated guidance relating to what you can expect when you visit and what we expect from you, go to [nationalarchives.gov.uk/visit](https://nationalarchives.gov.uk/visit).

You are more than welcome to use The National Archives' facilities. We would ask that you help us safeguard the records by observing the following rules. These rules cover all forms of contact with members of The National Archives' staff, including postal mail, electronic (including email and social media) and telephone contact, as well as personal contact when visiting our premises.

1. In these Rules, unless the context otherwise requires:
  - a) 'the Act' means the Public Records Act 1958
  - b) 'the Chief Executive' means the Chief Executive and Keeper of The National Archives
  - c) 'The National Archives' or 'TNA' may mean, depending on context, the institution or any building for the time being maintained as part of it for the purposes of its functions under the Act
  - d) 'Research and Enquiries Room' means any part of TNA set apart for the consultation of finding aids, library material and surrogate records
  - e) 'reading rooms' means the Document Reading Room and/or Map and Large Document Reading Room and any part of TNA used for the consultation of original records (although they may also contain surrogate material and published works)
  - f) 'Senior Officer' means the person or persons appointed as such 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 Officer and Service Manager Roles)
  - g) 'officer' means a Senior Officer or any other person employed or contracted by TNA for the purposes of its functions under the Act
  - h) '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 TNA
  - i) 'public record' means a record which is part of the statutory holdings of TNA
  - j) 'emergency situation' includes situations where all or part of TNA is required to be evacuated for security reasons or because of threat from fire or other hazard and practices and false alarms
2. An act performed in connection with the proper execution of his/her duty by an officer shall not be deemed to be a contravention of these Rules.
3. You must not give a false name or address for the purpose of entering any part of TNA or for the purpose of using any National Archives' facility.

4. No-one who in the reasonable opinion of an officer is offensively unclean in person or in clothing or both shall remain in TNA after having been asked by an officer to leave.
5. You must not:
  - a) cause or allow any animal (other than an assistance dog accompanying a disabled person) belonging to them or under their control to enter or remain in TNA, or
  - b) bring into any part of TNA a wheeled vehicle or conveyance other than a wheelchair/mobility scooter or child's pram or pushchair, or
  - c) bring into any part of TNA an item of luggage larger than 43 cm x 42 cm x 24 cm, or
  - d) enter or remain in any part of TNA which a reasonable person would or should know is prohibited to the public, or
  - e) enter or remain in TNA outside fixed opening hours (see Appendix 3: Opening hours), except as part of an organized event.
6. You must not remain in TNA after being requested by an officer to leave in an emergency situation.
7. You must allow any bags, containers and other possessions, including working papers, to be searched at any time at the request of an officer.
8. You will only be admitted to the reading rooms with a reader's ticket (see Appendix 2: Readers' Tickets) and must produce it on request by an officer.
9. All reader's tickets are non-transferable. Only one current reader's ticket may be issued 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 lost or stolen. All reader's tickets remain at all times the property of TNA and must be shown or surrendered to an officer on demand.
10. You must not take into the Research and Enquiries Room or reading rooms on the first and second floors any bag, briefcase, document case or other container, except for medication required for emergency use (see Appendix 4: Permitted Items).
11. You must not wear or take into the Research and Enquiries Room or reading rooms on the first and second floors any item which in the opinion of an officer 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). 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 an officer.
12. You must not take into the reading rooms any document or other item which in the opinion of an officer might be confused with a record. Any item which might be confused with a record should be declared to an officer before entry to the reading rooms. The officer may then permit its entry. Items which might possibly be confused with a record and taken in without such a declaration are liable to be confiscated on exit, pending resolution to TNA's satisfaction of each item's provenance. To ensure visitor and staff safety during Covid-19, no papers or documents are currently being permitted to be taken into the Reading Rooms.
13. You must only bring permitted items into the reading rooms (see Appendix 4: Permitted items allowed into the Reading Rooms).

14. You must not order or be issued with more records than the prescribed limits (see Appendix 6: Rules on ordering and issuing of records)
15. You must not place records anywhere other than on your reading room desk, a dedicated TNA camera stand or the document returns counters.
16. You must not remove or attempt to remove any record from the confines of the designated area of TNA - i.e. beyond the security barriers on the first and second floors. Reference material other than public records may be taken to another room with the permission of an officer. Anyone found to be in breach of this rule may have their reader's ticket withdrawn (see Appendix 9: Exclusion). To ensure visitor and staff safety during Covid-19, reference materials and other related ordered materials are to remain at the seat you are working at and not moved to other areas.
17. You must not deliberately, carelessly or negligently mark, soil, tear, cut, deface, damage, injure or destroy any record, or the furniture, fittings or other contents of TNA (see Rule 37 and Appendix 9: Exclusion).
18. You must not subject a record to inappropriate handling (see Appendix 5: Inappropriate handling of records).
19. Damaged, defective or misplaced records must be reported to an officer and recorded on a Collection Care Condition form available on the homepage of the public access terminals.
20. Only graphite pencils (without erasers) may be used for writing or drawing within the Research and Enquiries Room or reading rooms on the first and second floors. No-one may sharpen a pencil within TNA except in a place which has been designated by an officer.
21. No-one shall make a tracing of any portion of a record. You may photograph or make a digital copy of a record with your own equipment, provided there is no threat of damage to the records and when copyright requirements are met (see Rule 22).
22. Copies provided by TNA or made by users are subject to the published conditions (see Appendix 7 Conditions relating to supply of copies)
23. Records shall be returned to the place designated by the time fixed for closing (see Appendix 3: Opening hours).
24. No one shall behave in a disorderly manner in TNA, access or view pornographic, unlawful, or offensive material, use or display violent, abusive or obscene language therein, harass another, or intentionally or recklessly cause or do anything likely to cause injury or insult to any other person or property. Such behaviour and/or actions may result in immediate exclusion or removal from TNA for a minimum period of one month pending investigation (see Rules 38 and 39 and Appendix 8: Harassment and Appendix 9: Exclusion and Appendix 11: Suspension of Reader Tickets - Appeals Procedure).
25. No one shall sleep in TNA after having been requested not to do so by an officer.
26. No one shall remain in TNA after being requested by an officer to leave for failing to make proper use of its facilities.
27. Please respect the Quiet Research areas.
28. You must not intentionally or recklessly obstruct any officer in the execution of his/her duty, or disturb, obstruct, harass, embarrass, interrupt or abuse any other person using TNA. No-one

shall harass an officer at any time whether in TNA or elsewhere. Such behaviour and/or actions may result in immediate exclusion or removal from TNA for a minimum period of one month pending investigation (see Rules 38 and 39 and Appendix 8: Harassment and Appendix 9: Exclusion and Appendix 11: Suspension of Reader Tickets - Appeals Procedure).

29. You must not use the computer facilities or wireless network provided in TNA in order to access or view obscene or other material that could offend other users (see Appendix 10: The National Archives' Internet Acceptable Use Policy for details of restrictions on the use of the computer facilities.) All internet use in TNA is monitored.
30. You must not intentionally display, distribute, or leave any bill, placard, notice or other document in TNA except with the consent of an officer.
31. You must not, without the consent of a Senior Officer, offer anything for sale in TNA.
32. No one shall lie, stand or climb on the furniture or fittings of TNA, or sit or lie on the floor, or sit on TNA's furniture and fittings other than the chairs or benches provided for public use.
33. You must not smoke, light a match, use a cigarette lighter, or an e-cigarette in any part of TNA.
34. You must not eat or drink in TNA except in any part designated by an officer.
35. Personal computers, MP3 players, mobile phones (set to 'silent' mode) and audio recorders (for dictation only, not for the recording of interviews or conversations with staff) may be used only in areas designated by and at the discretion of a Senior Officer.
36. No video recording is permitted within TNA without the authority and approval of a Senior Officer. All approved video recording will take place in an invigilated area.
37. Please take all possessions with you when you leave TNA building.
38. Anyone who breaks any of the foregoing rules shall be liable to have the records which they are using removed and to be immediately excluded from TNA for a minimum period of one month pending investigation, at the discretion of a Senior Officer. Anyone may be excluded or removed from TNA if an officer has reasonable ground for belief that it is necessary for the proper use and regulation of TNA. Any incidence of theft from or wilful damage to the records will be treated as a criminal offence (see Appendix 9: Exclusion)
39. Anyone who fails to comply with instructions given by an officer (relating, for example, to document handling) may be issued with a written caution by the Enquiry Service Manager or Senior Officer. Failure to comply with the caution could result in exclusion from TNA's premises and services as per Rule 38 above.

Jeff James, Chief Executive and Keeper of The National Archives

May 2021

## **Appendix 1: Senior Officer and Service Manager Roles**

In relation to these Rules the following have the status of:

### **Senior Officer:**

- Chief Executive and any designated deputy – comprehensive responsibility
- Incident Manager – comprehensive responsibility during all emergency situations
- Director of Public Engagement (and as delegated by him/her the Head of Collections Enhancement & Engagement, the Head of Document Services, and the Head of Visitor Experience) – whose responsibilities include on site services to readers and visitors, and document delivery.
- Operations Director (and as delegated by him/her the Head of Estates & Facilities)

### **Service Manager:**

- 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 reader tickets. Responsible for exclusion or removal of readers under the Rules if referral to a Senior Officer is not practicable, or until a referral can be achieved. S/he 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.
- Duty Security Manager – Responsible for the implementation of building security across TNA. S/he 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.

## 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
- Driving licence with an address (paper)
- Drivers 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)
- Drivers 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.

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
- 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 TNA and must be surrendered on demand.

A charge is made for the replacement of tickets which 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.

### **Access for Children**

Children under 16 years of age may be admitted to the reading rooms at the discretion of the Enquiry Service Manager with an accompanying adult who accepts responsibility for the child during their visit. The child must remain with the responsible adult at all times. All rules apply equally to children, and they will be asked to leave if any rules are broken, for example through noise or disturbance to other readers. The reading rooms are unsuitable for young children.

### **Appendix 3: Opening hours**

Readers may remain in the reading rooms up to the time fixed for closing. Records in use must be returned to the place designated (Document Returns Counter, microfilm cabinet, etc.) within this time. To allow time for the return process officers may, at their discretion, require readers to begin returning records five minutes before the time fixed for closing. The power to electrical equipment such as microfilm viewers and copiers may be switched off at the same time. The area within the turnstiles must be cleared within five minutes after the time fixed for closing and the building cleared within ten minutes after the time fixed for closing.

## Appendix 4: Permitted items allowed into the Reading Rooms

We allow the following research aids in the reading rooms. To ensure visitor and staff safety during Covid-19, we have limited what items are permitted into the Reading Rooms to:

Paper research:

- up to five standard pencils (not coloured and without erasers)
- one propelling pencil (with eraser removed)

Electronic equipment, which is removed from its case or container:

- 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 TNA power sockets.

On a trial basis (2 April 2021 – 31 December 2021) 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 may be permitted at the discretion of the Enquiry Service Manager

## Appendix 5: 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 photographs and negatives without using the gloves 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 TNA, 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

## Appendix 6: Rules on ordering and issuing of records

To ensure visitor and staff safety, **all Reader's must [pre-book and order their documents in advance](#). On-the-day documents orders are not currently possible.**

### Advanced Orders

Advanced orders are made via the online booking system at step 4 of the process (see above link)

### Maximum number of orders per day

- standard advance document order (up to 12 documents plus three reserves) – a 1-day visit.
- bulk advance document order (if you want to see 20-40 documents all from the same series). Your booking will be valid for 2 consecutive days.

### Number of records issued at any one time

Documents 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

### Availability of documents

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.

## **Appendix 7a: Conditions relating to supply of copies by The National Archives**

### **Copyright**

#### ***Copies of Public Records in Crown Copyright***

Most public records in TNA 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 simple set of terms and conditions that facilitates the re-use of a wide range of public sector information free of charge. For further information please see:

<http://www.nationalarchives.gov.uk/information-management/re-using-public-sector-information/licensing-for-re-use/what-ogl-covers>

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

E-mail: [image-library@nationalarchives.gsi.gov.uk](mailto:image-library@nationalarchives.gsi.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 - <http://www.nationalarchives.gov.uk/legal/copyright.htm>.

#### ***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 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. TNA's Copyright Officer will provide further information on request.

## **Appendix 7b: 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. 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 7a (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 TNA 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 7a, 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 any information obtained from TNA that identifies living individuals. Further assistance on responsibilities under the Data Protection Act is available from the Information Commissioner, [www.ico.org.uk](http://www.ico.org.uk)

## Appendix 8: 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 of offensive (e.g. racist or pornographic) material
- Racist/sexist remarks or behaviour
- Unwanted touching/physical contact

[The above is meant as guide and is not exhaustive]



## **Appendix 9: Exclusion**

Exclusions may be for one month or longer and may even be permanent. They may apply to TNA 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 TNA, may be taken if the situation requires it by the Enquiry Service Manager, the Duty Security Manager, or a more senior officer, (see Appendix 1: Senior Officer and Service Manager Roles) and all exclusions should be reported to them when practicable. 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, the excluded person having a right of appeal to the Chief Executive (see Appendix 11: Suspension of Reader Tickets - Appeals Procedure). Any person excluded from use of TNA or any part of it has the right of complaint under TNA's procedure. The person being excluded must receive a written copy of TNA's complaints procedure, "Putting things right".

## **Appendix 10: The National Archives' Internet Acceptable Use Policy**

To ensure visitor and staff safety, computer services are currently only available to [pre booked visitors](#), as part of a Reading Room visit to view our documents.

### **Introduction**

TNA provides access to a wide range of research resources, including the internet, in our role as a provider of information and promoter of educational, recreational and lifelong learning opportunities to the whole community. The internet enables access to valuable information in many different formats. TNA recognise that such a resource may be open to misuse and abuse. This policy details the terms and conditions governing the use of the internet by members of the public at TNA.

### **Conditions of Access**

Access to the internet from TNA is only provided free for users to assist them in their research activity. General interest internet browsing should not be carried out on terminals in the Document Reading Room, Research and Enquiries Room or Map and Large Document Reading Room. Users may use their own wireless internet devices in all public areas. Users must abide by the rules and regulations as laid out in this document.

### **Filtering**

Filtering software is in use to block offensive and potentially illegal internet material, and to block sites not connected with research activity likely to be carried out at TNA. TNA operates an approved list of internet websites. Users will only be allowed access to websites on this approved list. Users should be aware that no filtering mechanism is 100% reliable and may also block material that is perfectly acceptable. TNA is willing to consider allowing access to any website that is not currently on the approved list after careful checking of its content. All such requests should be made to a member of staff who will contact our IT department. We will respond to your request as quickly as possible, though this may take up to ten working days and access cannot be guaranteed. Virus checking software will run on all our computers. For those using their own device, we provide anti-virus protection via the Star scanning service, but we do not guarantee that equipment will not become infected with a virus. TNA does not accept any liability for damage to equipment, software, loss or corruption of data, or the actions resulting from a virus infection.

TNA will monitor and record all types of network activity including all search engine queries and all sites visited.

### **Penalties for Misuse of the Internet**

TNA will refuse and remove internet access to any individuals who break any of the rules and regulations as laid out in this document. TNA reserves the right to determine what is considered a breach of the rules. If deemed appropriate, further action, including exclusion from TNA, or reporting abuse to the police, may be undertaken.

### **The internet and your responsibility**

TNA cannot guarantee the quality of information on any external website, or that all harmful, undesirable, or offensive material will be blocked by our filtering software. TNA accepts no responsibility for the quality, accuracy, or availability of information accessed on the internet. As an internet user it is your personal responsibility to check the accuracy of information you find. TNA assumes no liability for any loss, damage or injury, direct or indirect, suffered as a result of

using the internet on our premises.

Users must comply with UK copyright law at all times.

Users should be aware of the risks attached to some internet usage. Broadcasting personal or private details over the internet may lead to the receipt of unwanted mail and attention. Online financial transactions should be conducted over secure connections. TNA cannot be held liable for any losses resulting from sending confidential financial information via the internet. For those using wireless access, there are measures in place to protect against other wireless users accessing your data, however, TNA makes no guarantee that this will not happen and accepts no liability should this occur.

If you accidentally access indecent or other material that could cause offence to others, 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.

### **Email**

Some web mail and messaging facilities are permitted on reading room terminals. TNA reserves the right to monitor and record all types of network activity including webmail. POP3 email services cannot be accessed.

### **Prohibited Uses**

Users must not access, store, transmit or publish any material which is obscene, racist, defamatory, sectarian, illegal, or which may cause gross offence to other users and which may be in breach of UK copyright law.

The use of chat rooms on the internet is prohibited. Internet users are not allowed to download instant messaging software on our computers to enable use of chat rooms.

Users of webmail accounts must not send or store any abusive, offensive, obscene or indecent images, data or other material. Use of web-based mail accounts for harassment, including sexual and racial harassment, is specifically prohibited.

Downloading software from the internet is prohibited.

You are not allowed to connect any equipment to, or remove any equipment from, the public access terminals in the reading rooms.

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

### **Data Protection**

TNA is bound by the Data Protection Act 2018. We will not release information on the use of specific internet resources by individuals except when required by law.

## **Appendix 11: Suspension of Reader Tickets - Appeals Procedure**

### **Introduction**

The suspension of a reader's ticket, as laid out in Appendix 9: Exclusion of the Rules for Readers, allows for an 'appeal to the Chief Executive' against the suspension. 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 suspension of the reader's ticket was fair and justifiable;
- and, if so, whether the period of suspension was appropriate and proportionate

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

The possible findings are:

- the original decision to suspend is upheld without varying the period of suspension
- the original decision to suspend is upheld but the period of suspension is varied (increased or decreased)
- the original decision to suspend 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 TNA 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 suspension), 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 suspension, 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.

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 TNA that is relevant to the appeal.

Where the Chief Executive requests further information, either from the appellant or from TNA, 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 Operations Director, 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 TNA's complaints procedure (for details, go to [nationalarchives.gov.uk/contact/complaints.htm](http://nationalarchives.gov.uk/contact/complaints.htm)).