

Archives Access Policy

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00	July 2017	Archives & Records Manager	ARC-POL-007	New policy

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	1	Change Ref.	

Archives Access Policy

1. Introduction

This policy explains the principles guiding the provision of access to the archives held by the Royal Armouries, and defines the tenets that ensure that access is consistent and fair for all users in line with relevant legislation and professional best practice.

2. Relationships with other policies

This policy should be read in conjunction with the guides on access to information under the Data Protection Act Policy, and the Freedom of Information Act Policy.

3. Aims

The aims of this policy are to:

- make the Archives accessible for current and future generations;
- provide appropriate services and facilities; and
- ensure that information on Archives services is communicated to users.

4. Scope

This policy covers access to the Archives analogue collections (paper records; photographic materials; film, video and audio-visual materials), as well as existing digitized collections. The Museum is currently unable to offer access to born-digital records, but this is an area where strategy and policy are being developed, and which will be addressed in future revisions of this policy.

This policy also includes a statement on outreach.

5. Interfaces with other museum services

5.1. The Archive Service is part of a number of services provided by the Museum's Collections Department, Public Engagement Department and Trading Company.

5.2. The on-site Archive Service is provided in association with the Library Department who provide staff to supervise the Library and Archives Reading Room.

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	2	Change Ref.	

- 5.3. Requests for information submitted through the Museum's website may be directed to any of the collections departments, and enquiries regarding archives can be answered by other specialist staff.
- 5.4. Record copying and reprographic services are carried out by the Licensing Department as part of Royal Armouries Trading Enterprises.
- 5.5. Outreach activities are carried out in association with the Visitor Experience Department (general public), the Education Department (formal education) and Curatorial Department (specialist audiences).

6. General

- 6.1. The Royal Armouries is committed to providing its users with the widest possible access to its Archives, subject to the availability of resources, preservation requirements, depositor agreements, and any legal constraints.
- 6.2. The Museum is also committed to encouraging unique and meaningful interactions with the Archives through learning and outreach activities to provoke thought, increase knowledge and inspire creativity.
- 6.3. The Archives have traditionally served as a resource for the Museum's own staff, but in actual fact the Archive Service caters for a number of overlapping communities including:
 - Museum management
 - Project teams
 - Academic staff (museum curators)
 - Education staff
 - Other staff
 - Volunteers, students on placement etc.
 - Academic researchers
 - Educational researchers
 - Leisure learners
 - Family historians and genealogists
 - Local historians
 - Other external researchers
 - Attendees at learning activities and events
- 6.4. We shall enable users to interact with the Archives in a number of ways including:

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	3	Change Ref.	

- visiting the Library and Archives Reading Room in person to consult records,
 - accessing information about our service and its holdings via the Museum's website, and
 - using the remote enquiry service to access information,
 - obtaining copies of records,
 - learning about the service and its holdings through outreach activities.
- 6.5.** We shall publish our service standards, and make them available to visitors to the Library and Archives Reading Room.
- 6.6.** We shall endeavour to inform users in advance (as far as is possible) where services are reduced or unavailable due to staff absences.

1. On-site services

1. The Royal Armouries will make our Archives available free of charge to all users.
2. Access to the Archives is by appointment only.
3. The Library and Archives Reading Room in Leeds is open Tuesday to Friday, 10 am to 4-30 pm, although appointments are sometimes possible outside these times by prior arrangement. The Reading Room is closed on Monday to allow for housekeeping, staff meetings, training etc.
4. Access to the Archives at the Tower of London and Fort Nelson is currently limited, and users must contact these sites to ensure that adequate staff and resources are available to facilitate their visits.
5. Users are required to complete a registration form, to produce proof of identity, and to agree to abide by the Archives regulations before accessing original materials.
6. Users under 16 years of age must be accompanied by an adult.
7. Staff will provide users with guidance to the collections, their access, safe handling and interpretation.
8. If access to individual documents is refused, the reason for doing so will be explained to users in full.

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	4	Change Ref.	

2. Remote access services

1. The Royal Armouries recognised that it is not always possible or practical for users to visit in person, and we shall provide information about our Archive Service and holdings via the Museum's website, and through other portals, such as the National Register of Archives (National Archives) and the Archives Hub.
2. We shall provide access to selected material online through blogs, digitisation projects, and online exhibitions.
3. We shall respond to enquiries received from users by email (preferred method), letter, fax, telephone and social media channels. We shall endeavour to acknowledge all enquiries within 24 hours of receipt, and to provide a response within 20 working days.

3. Record copying and reprographic services

1. The Royal Armouries will provide users with a range of copying facilities and reprographic services, however we have a duty of care to the unique resources in our Archives and we may refuse to copy documents if the process is likely to cause damage to the document.
2. We shall provide copies of documents to on-site and remote access users at a reasonable cost to the user. These charges will be available in the Library and Archives Reading Room and displayed on the Archives Service webpages.
3. Users visiting the Library and Archives Reading Room are permitted to take digital photographs of documents free of charge.
4. Copies of documents are provided to/taken by users with regard to copyright legislation and other intellectual property rights. Users making copies must first complete a copyright declaration form.
5. Copies of documents are provided to/taken by users for private research only.
6. Copies of documents for commercial purposes may be subject a high charge (for higher resolution files in different format) and subject to a license fee.
7. Users wishing to use copies of documents for commercial purposes must contact the Licensing Department.

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	5	Change Ref.	

4. Restrictions

- 10.1 The Royal Armouries is committed to providing the widest possible access to the Archives we hold, but in certain cases it may be necessary to restrict this.
- 10.2. The Data Protection Act restricts access to personal information about living individuals, particularly if this is of a sensitive nature, and such records are general closed for a period of up to 100 years. It may be possible to allow early access to some closed records by submitting a request to the Archives and Records Manager, and these will be reviewed on a one to one basis.
- 10.3. The Freedom of Information Act and the Environmental Information Act include a limited number of exemptions, which may restrict access to other types of information. However, users have the right to submit a request to the Archives and Records Manager to review the status of any closed records.
- 10.4. Access to some material may be refused at the discretion of the Archives and Records Manager and staff of the Library and Archives Reading Room if documents are in a particularly fragile condition or where handling is likely to cause damage. However, in these circumstances the Museum may be able to make a surrogate copy to facilitate access.
- 10.5. The Archives includes some material on loan from other institutions or organisations, and occasionally depositors stipulate that certain conditions must be met before access is granted, or ask for a designated closure period to be applied to particular documents.
- 10.6. Some of the material in the Archives has not been catalogued, and access to such material may be refused at the discretion of the Archives and Records Manager and staff of the Library and Archives Reading Room. The Museum will make reasonable attempts to catalogue such material in response to a request, subject to the availability of resource.

5. User involvement

- 1.1. The Royal Armouries will engage on-site and remote access users in the development and review of its Archives Service.
- 1.2. We shall provide users with the opportunity to provide feedback, contribute suggestions and make complaints about our Archives Service by talking to our staff or by completing forms available in the Library and Archives Reading Room and online on the Archives Service webpages.

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	6	Change Ref.	

- 1.3. We shall run regular surveys of our users as part of the national survey of UK archives, and publish the results on the Archives Service webpages. We shall analyse the results and look for areas for improvement.
- 1.4. We shall where possible act upon all feedback, suggestions and complaints to improve our services, and any changes made as a result will be communicated to users.

2. Volunteers

- 2.1. The Royal Armouries offers opportunities to on-site and virtual volunteers to work on projects relating to the Archives, and these are advertised on the Museum's recruitment webpages and other websites.

3. Outreach Statement

3.1. Introduction

The Archives Service recognises the need not only to contribute towards the Museum's public engagement programme, but also to increase its own audience through a range of outreach activities.

3.2. Aims

The aims of the aims of Archives Outreach Policy are to:

- promote the Archives service and its holding,
- encourage their use by staff, students and the academic community,
and
- develop audiences within the wider public.

3.3. Activities

- 3.3.1. The Archives Service will work with the Museum's Education Department to provide archives-based resources and workshops for schools that support the National Curriculum.
- 3.3.2. We shall work with the Museum's Visitor Experience Department to support the programme of events aimed at the general public, and the Curatorial Department to support the programme of talks and seminars aimed at the more specialist audiences.
- 3.3.3. We shall support the Museum's programme of redisplay and exhibitions,

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	7	Change Ref.	

and create small temporary exhibitions that highlight aspects of the Archives.

- 3.3.4. We shall contribute stories to the Museum's blog and other social media to raise awareness of the Archives and its activities.
- 3.3.5. We shall carry out research to increase our knowledge of the collection and disseminate the results to a wider audience, and encourage other staff and researchers to do the same.
- 3.3.6. We shall work in partnership with other organisations to develop opportunities for learning and outreach projects beyond the Museum.
- 3.3.7. We shall carry out after-event evaluation of our outreach programme to better understand our audience needs and expectations, and to meet those needs and expectations where possible.

4. Risk Management

The associated risk of non-compliance with this policy is:

Impact of non-compliance: High

Likelihood of non-compliance: High

5. Effective date

This policy is effective from the date of signing.

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Director General & Master of the Armouries

Date.....

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	8	Change Ref.	

Appendix One Access to the Archives

1. Access

1.1. Access to the Archives is by prior appointment only, and requests should be made in writing to:

The Archives and Records Manager

The Royal Armouries

Armouries Drive

Leeds

LS10 1LT

archives@armouries.org.uk

1.2. Visitors must produce **proof of identity** (for example, a UK driver's licence; a passport; own country's identity card) and agree to abide by these regulations.

1.3. The Library and Archives Reading Room in Leeds is open Tuesday to Friday from 10-00 am to 4-30 pm.

1.4. Access to the archives at the Tower of London and Fort Nelson is dependent on the availability of staff.

2. General

2.1. Visitors to the archives will be supervised at all times.

2.2. Coats must be hung on the stand provided and any bags left with the Reading Room supervisor.

2.3. The number of files and notes to be taken into the Reading Room will be limited, and any working papers, laptop computers, containers etc. must be submitted to the Reading Room supervisor for inspection.

2.4. Visitors may access reference materials in the Reading Room; other reference materials held in Store will be retrieved by the Reading Room supervisor on request.

2.5. Visitors may use graphite pencils but are not permitted to use any type of pen in the Reading Room.

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	9	Change Ref.	

- 2.6. Visitors may use laptop computers provided that these do not require main power.
- 2.7. Sharp instruments of any type (for example, scissors, staplers, hole punches, pen knives or pencil sharpeners) are not permitted.
- 2.8. Visitors are not permitted to eat or drink in the Reading Room, or to smoke anywhere in the building.
- 2.9. Mobile telephones should be turned off or put in 'silent mode'.

3. Catalogues and Finding Aids

- 3.1. The Royal Armouries has recently made its archives catalogue available online, however, only a small proportion of the material has been catalogued.
- 3.2. Visitors are advised to discuss their research with the Archives and Records Manager before making arrangements to visit. Staff will be happy to carry out a preliminary search to identify materials of potential interest.
- 3.3. The Reading Room supervisor will also be happy to carry out searches of the Archives catalogue for visitors.
- 3.4. A free wifi service is provided in the Library and Archives Reading Room, and the archives catalogue can be found at, <https://collections.royalarmouries.org/#/archives>

4. Ordering Archives

- 4.1. Visitors may request materials from the Reading Room supervisor, and staff will check all items prior to issue and again immediately after they have been consulted.
- 4.2. Only one box, one loose file, or three tagged files or three bound volumes from the Archives will be issued to visitors at any one time; the remainder will be held by the Reading Room supervisor.
- 4.3. All items must be returned to the Reading Room supervisor after use.
- 4.4. Any items required the following day will be held over on request by the Reading Room supervisor.

5. Handling of Archives

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	10	Change Ref.	

- 5.1. Visitors will be expected to treat items with great care at all times in order to minimize the risk of damage.
- 5.2. Rare books and documents will not be issued to visitors if they are in a fragile condition.
- 5.3. Where transcripts or microfilm copies exist they should be used instead of the original documents.
- 5.4. Visitors should make sure that their hands are clean and dry before handling any rare books or documents.
- 5.5. Visitors must use the gloves provided if handling particularly rare or fragile books or documents.
- 5.6. Visitors must use the book support rests provided and snake weights or weight bags to hold open the pages of books or documents.
- 5.7. Visitors must not write in or mark in any way rare books or documents. Acid free paper slips are available from the Reading Room supervisor to mark the text.
- 5.8. Visitors must not touch the text or image on the page.
- 5.9. Visitors must ask the Reading Room supervisor for assistance with opening tightly bound or new books.
- 5.10. Visitors must ask the Reading Room supervisor to cut the pages of an uncut book.
- 5.11. Visitors may not trace items without the permission of the Reading Room supervisor. If permission is given, a transparent protective sheet will be provided, to be placed between the tracing papers and the rare books or document.
- 5.12. Nothing should be placed on a rare book or document when it is being read; rare books and documents must not be marked, defaced or damaged in any way.
- 5.13. Files and bundles should be repacked exactly as found. Visitors must not rearrange the order of loose pages or remove any tags, staples or other binding.
- 5.14. The Reading Room supervisor should be informed immediately of any damaged, defective or misplaced items.

6. Copies

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	11	Change Ref.	

- 6.1. All items to be copied must be shown to the Reading Room supervisor.
- 6.2. Visitors who wish to take copies must complete a Copyright Declaration Form.
- 6.3. **Photocopying.** A photocopier is provided however this may not be suitable for the copying of some materials.
- 6.4. **Microfilm.** A reader printer is available for visitors to make copies of microfilm and microfiche.
- 6.5. **Photography.** The use of cameras is permitted providing that the flash is disabled and the camera is turned to 'silent' mode.
- 6.6. **Scanning.** The use of scanners and other copying equipment is not permitted.

7. Record Copying Service

- 7.1. The Museum offers a record copying service and visitors can request digital copies of materials by filling in the Digital Copying Request Form available from the Reading Room Supervisor.
- 7.2. Please note that prepayment or the provision of credit/debit card details may be required when you submit an order.
- 7.3. Digital copies can be sent to visitor by email or on a CD-Rom or as printouts.

8. Copyright and Reproduction

- 8.1. **Third Party Copyright.** Where the copyright in items is privately owned visitors may make copies for private study, educational purposes and for non-commercial use within the limits set by the UK Copyright Legislation.
- 8.2. Requests for permission to re-use such copies should 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. An application must also be made to the Royal Armouries for permission to use the copy.
- 8.3. **Crown Copyright.** Where items are Crown Copyright you may:
 - copy, publish, distribute and transmit the information,
 - adapt the information,

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	12	Change Ref.	

- exploit the Information commercially and non-commercially for example, by combining it with other Information, or by including it in your own product or application,

providing that you acknowledge © *Crown Copyright. Board of Trustees of the Armouries* as the source of the Information.

8.4. Applications to use Crown Copyright material should be made to the Licensing Department, The Royal Armouries, Armouries Drive, Leeds, LS10 1LT, licensing@armouries.org.uk.

8.5. **Copyright. Board of Trustees of the Armouries.** Where material is the copyright of the Museum you may:

- copy, publish, distribute and transmit the Information;
- adapt the Information;
- combine the Information with other information.

for non-commercial purposes providing that you acknowledge © *Board of Trustees of the Armouries* as the source of the Information.

8.6. Requests to use material that is the copyright of the Museum for commercial purposes should be made to the Licensing Department, The Royal Armouries, Armouries Drive, Leeds, LS10 1LT.

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	13	Change Ref.	

Appendix Two Restrictions to Access

The Royal Armouries is committed to providing the widest possible access to the archives it holds, but in certain cases it may be necessary to restrict this.

1. Data Protection Act 1998

Some records may contain personal information about living individuals, and these are not routinely made available to the public. Records affected by Data Protection are subject to restricted access for 100 years from the date of birth of the subject of the information. Where there are multiple subjects, for example a register, the following rules are applied:

- If the subjects are all known to be adults a minimum age of 16 is implied and the record is closed for 84 years.
- If the subjects are all known to be children a minimum age of 7 is implied and the record is closed for 93 years.
- If the subjects include babies or very young children, or if the subjects may be a mixture of adults, children and babies, the record is closed for 100 years.

People seeking their own records (i.e. the data subject under the Data Protection Act 1998) may apply for access, see *Access to Personal Information*.

2. Freedom of Information Act 2000

Some records held by the Royal Armouries may be subject to exemptions under the Freedom of Information Act, and may need to be reviewed before they can be released. People may apply for access, see *Access to Information*.

3. Environmental Information Regulations 1992

Information relating to the environment can be requested under the Environmental Information Regulations 1992 (Statutory Instrument 1992 No. 3240). Some environmental information is made available through the Museum's Publication Scheme, and where information is not included in the scheme, people may apply for access, see *Access to*

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	14	Change Ref.	

Information.

4. Fragile Material

Access to some material may be refused at the discretion of the Archives and Records Manager and staff of the Library and Archives Reading Room if documents are in a particularly fragile condition or where handling is likely to cause damage. However, in these circumstances the Museum may be able to make a surrogate copy to facilitate access.

5. Uncatalogued material

Some of the material in the Archives has not been catalogued, and access to such material may be refused at the discretion of the Archives and Records Manager and staff of the Library and Archives Reading Room. The Museum will make reasonable attempts to catalogue such material in response to a request, subject to the availability of resource.

6. Material on Deposit

From time to time the Archives may hold some material on loan from other individuals or institutions, and occasionally depositors stipulate that certain conditions must be met before access is granted, or ask for a designated closure period to be applied to particular documents.

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	15	Change Ref.	

Appendix Three Access to Information

Access to information about the Royal Armouries, its collection etc. is provided under the terms of the Freedom of Information Act 2000. The Act established a general right of access to all types of 'recorded' information held by public authorities. Under the terms of the Act every public authority is required to adopt and maintain a Publication Scheme, in order to make a significant amount of information available, and also respond to Specific Requests for information not listed in the scheme.

The Royal Armouries' Publication Scheme sets out the classes of information the Museum holds, the manner in which it intends to publish the information, and whether a charge will be made for the information.

A Specific Request can be made for information which is not listed in the Publication Scheme. The Royal Armouries will inform the individual making the request whether it holds the information, and, subject to a limited number of exemptions, supply that information. The Museum may charge a fee, which will have to be calculated according to Fees Regulations.

The Freedom of Information Act is enforced by the Information Commissioner. The Commissioner is responsible for promoting good practice, approving and advising on the preparation of publication schemes, providing information as to the public's rights under the Act, and enforcing compliance with the Act. Copies of the Freedom of Information Act can be purchased from The Stationary Office or can be read free of charge on the HMSO website.

1. How should a request be made

Applicants should make their request in a permanent form (for example in writing or by email), and provide as much detail as possible to help us identify the information you are looking for. A charge may be made for dealing with any request, and the details of any charges will be set out in 'Fees Regulations'. In general, a response will be provided within 20 working days. The Museum may ask for further details which it reasonably

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	16	Change Ref.	

requires in order to identify and locate the information requested. If a fee is required, the period of 20 working days is extended by up to 3 months until the fee is paid. The Museum will not comply with vexatious or repeated requests if it has recently responded to an identical or substantially similar request from the same person.

2. How will information be provided

Where possible the information will be provided to the applicant in the manner requested. This may be in the form of a copy or summary, or the applicant may ask to inspect the record.

3. Charges (Research Time)

Information supplied as a result of a specific request for information may be subject to a charge for research time, and this is calculated according to the Fees Regulations laid down by the Information Commissioner. At present research time will only be charged where the total cost of fulfilling the request is over £450-00.

4. Charges (Materials)

Some information is available free; for others a charge will be made to cover the cost of materials, postage and packing, etc. The charges will vary according to how the information is made available:

- By email. Information is provided free of charge.
- By post. Information provided by post will be charged at the cost of 10p per sheet plus postage and packing.
- From the Royal Armouries' Library (Leeds, Tower of London and Fort Nelson). Information can be viewed free of charge, copies are available at the cost of 10p per sheet (unless otherwise specified).

5. Exemptions

Applicants will not be entitled to information to which any of the exemptions in the Act applies. However, only those specific pieces of information to which the exemption applies will be withheld, not the whole document, and information covered by an exemption may still be released if it is in the public interest to do so.

Where a request is made for information which includes exemptions the Royal

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	17	Change Ref.	

Armouries will consider:

- The test of prejudice. Some exemptions can only be claimed if the release of information would or would be likely to prejudice the purpose to which the exemption relates
- The public interest test. Does the public interest in maintaining the exemption in question outweigh the public interest in disclosing the information

Where information is not released following a review the Museum will inform the applicant of its reasons, unless to do so would mean releasing the exempt information.

6. Requests for Information

Requests for information under the Freedom of Information Act should be sent to:

Archives and Records Manager Royal Armouries Armouries Drive Leeds LS10 1LT	Telephone: 0113-220-1803 Email: foi@armouries.org.uk
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When making requests by letter, fax or email please provide as much detail as possible to help us identify the information you are looking for.

7. Re-use of Information

Unless otherwise specified the copyright of materials, information and images made available resides with the Board of Trustees of the Armouries (© Royal Armouries) or is administered by the Armouries (© Crown Copyright).

You may re-use some information for non-commercial research and private study; criticism, review and reporting current events; teaching; helping disabled people; and parody, caricature and pastiche within the exceptions granted by the Copyright, Designs and Patents Act 1988 (as amended). Further information about exceptions to copyright can be found at, <https://www.gov.uk/guidance/exceptions-to-copyright>.

Where you wish to re-use information that is © Royal Armouries or © Crown Copyright for

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	18	Change Ref.	

other purposes you must not do so without the permission of the Board of Trustees of the Armouries. Requests to re-use information should be sent to:

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	19	Change Ref.	

Sales and Licensing Manager Royal Armouries Armouries Drive Leeds LS10 1LT	Telephone: 0113-220-1981 Email: licensing@armouries.org.uk
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8. Appeals

Applicants who are dissatisfied with the response they have received from the Museum in respect of a specific request for information may invoke the appeals and complaints procedures.

The first step is to seek an internal review. Requests for internal review should be submitted in writing to:

Malcolm Duncan Finance Director Royal Armouries Armouries Drive Leeds LS10 1LT	Email: malcolm.duncan@armouries.org.uk cc'd mailto;p.abbott@armouries.org.uk
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9. Complaints

If applicants are dissatisfied with the outcome of the handling of the internal review conducted by the Museum they may seek an independent review from the Information Commissioner. Requests for review by the Information Commissioner should be made in writing to:

The Information Commissioner Tel. 01625-545-700 Wycliffe House Fax. 01625-545-510
Water Lane Wilmslow Cheshire SK9 5AF, website: <https://ico.org.uk/>.

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	20	Change Ref.	

Appendix Four

Access to Environmental Information

Access to environmental information held by the Royal Armouries is provided under the terms of the Environmental Information Regulations 2004. Environmental Information includes any information relating to:

- the state of the elements of the environment, such as air and atmosphere, water, soil, land, natural sites, biological diversity and its components, including genetically modified organisms;
- factors likely to affect the environment such as energy, noise, radiation or waste, including radioactive waste, emissions and discharges;
- procedures such as policies, legislation, plans, programmes, environmental agreements and activities affecting or likely to affect the environment including preventive and protective measures;
- reports on the implementation of environmental legislation;
- cost-benefit and other economic analyses and assumptions used within the framework of environmental measures and activities;
- the state of human health and safety, including contamination of the food chain, conditions of human life. Cultural sites and built structures as they may be affected by environmental factors.

A Specific Request can be made for environmental information, and the Royal Armouries will inform the individual making the request whether it holds that information, and, subject to a limited number of exceptions, supply that information. The Museum may charge a fee, which will have to be calculated according to Fees Regulations.

1. How should a request be made

Applicants may submit their request orally or in writing, and should provide as much detail as possible to help us identify the information you are looking for. A charge may be made for dealing with any request, and the details of any charges will be set out in 'Fees Regulations'. In general, a response will be provided within 20 working days. The

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	21	Change Ref.	

Museum may ask for further details which it reasonably requires in order to identify and locate the information requested. If a fee is required, the period of 20 working days is extended by up to 3 months until the fee is paid.

2. How will information be provided

Where possible the information will be provided to the applicant in the manner requested. This may be in the form of a copy or summary, or the applicant may ask to inspect the record.

3. Charges

Wherever possible the Royal Armouries will make available any public registers, lists of environmental information and environmental datasets online, and links to such information will be provided at no charge.

The Museum will charge for all other requests under the Environmental Information Regulations. Any charges will be justifiable as reasonable and will not act as a deterrent to those wishing to access environmental information.

Where appropriate, charges will include staff time (including overheads) for locating, retrieving and extracting information, but will not include staff time in maintaining databases of environmental information. Staff time will be charged at £25 per hour

The Museum may also charge to cover the cost of materials, postage and packing, etc. The charges will vary according to how the information is made available:

- By email. Information is provided free of charge.
- By post. Information provided by post will be charged at the cost of 10p per sheet plus postage and packing.

4. Exceptions

The Museum will not comply with requests:

- where it does not hold the information at the time the request is received
- that are manifestly unreasonable

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	22	Change Ref.	

- that are too general (in which case the Museum would seek further clarification from the requestor)
- relating to information which is unfinished or in the course of being completed
- for information relating to internal communication.

5. Public Interest Test

The Public Interest Test applies to all Exceptions to the right of access. This means that even if an exception applies for the request and the Museum wishes to withhold the information, they must further consider whether it is in the public interest to do so. The Museum must also consider the exceptions based upon the content of information requested. The Museum can make a decision to withhold information if the release of the information would have an adverse effect on the following activities:

- International relations, defence, national security and public safety.
- The course of justice, the right to fair trial and the ability of the Museum to conduct an inquiry of a criminal or disciplinary nature.
- Intellectual property rights.
- Confidentiality of proceedings.
- Commercial confidentiality.
- Personal or voluntary data.
- Protection of the Environment.

6. Requests for Information

Requests for information under the Freedom of Information Act should be sent to:

Archives and Records Manager Royal Armouries Armouries Drive Leeds LS10 1LT	Telephone: 0113-220-1803 Email: foi@armouries.org.uk
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When making requests by letter, fax or email please provide as much detail as possible to help us identify the information you are looking for.

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	23	Change Ref.	

7. Re-use of Information

Unless otherwise specified the copyright of materials, information and images made available resides with the Board of Trustees of the Armouries (© Royal Armouries) or is administered by the Armouries (e.g. Crown Copyright).

You may re-use some information for non-commercial research and private study; criticism, review and reporting current events; teaching; helping disabled people; and parody, caricature and pastiche within the exceptions granted by the Copyright, Designs and Patents Act 1988 (as amended). Further information about exceptions to copyright can be found at, <https://www.gov.uk/guidance/exceptions-to-copyright>.

Where you wish to re-use information that is © Royal Armouries or © Crown Copyright for other purposes you must not do so without the permission of the Board of Trustees of the Armouries. Requests to re-use information should be sent to:

Sales and Licensing Manager Royal Armouries Armouries Drive Leeds LS10 1LT	Telephone: 0113-220-1981 Email: licensing@armouries.org.uk
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8. Appeals

Applicants who are dissatisfied with the response they have received from the Museum in respect of a specific request for information may invoke the appeals and complaints procedures.

The first step is to seek an internal review. Requests for internal review should be submitted in writing to:

Malcolm Duncan Finance Director Royal Armouries Armouries Drive	Email: malcolm.duncan@armouries.org.uk cc'd mailto:p.abbott@armouries.org.uk
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Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	24	Change Ref.	

Leeds LS10 1LT	
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9. Complaints

If applicants are dissatisfied with the outcome of the handling of the internal review conducted by the Museum they may seek an independent review from the Information Commissioner. Requests for review by the Information Commissioner should be made in writing to:

The Information Commissioner Tel. 01625-545-700 Wycliffe House Fax. 01625-545-510
Water Lane Wilmslow Cheshire SK9 5AF, website: <https://ico.org.uk/>.

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	25	Change Ref.	

Appendix Five

Access to Personal Information

Access to personal information is provided under the terms of the *Data Protection Act 1998*. The Act gives individuals the rights to receive details of data held about them, to be informed why the information is being held, and to prevent its use.

The Act sets out the rules of good information handling, known as the data protection principles, and various other requirements which must be complied with by those who decide how and why personal data are processed. It applies to information held on computer and in certain manual filing systems.

The Act also established a system of Notification, which requires every data controller who is processing personal data to register unless they are exempt. The register includes the name and address of the data controller and a general description of the processing of personal data being carried out. Individuals can consult the register to find out what processing of personal data is being carried out by a particular data controller.

The Data Protection Act is enforced by the Information Commissioner. The Commissioner is also responsible for managing the Notification scheme, for promoting good information handling, and for encouraging codes of practice for data controllers.

Copies of the Data Protection Act can be downloaded free of charge on the <http://www.legislation.gov.uk/> website.

1. The Rights of Individuals

The Royal Armouries respects the rights of individuals under the Act:

- To know what information is held about themselves by the Museum on computer and some paper records; the purposes for which the data are being processed; the recipients to whom the data may be disclosed; and in some cases the source of the data

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	26	Change Ref.	

- To ask for a copy of any information that is held about themselves by the Museum
- To ask the Data Controller to rectify, block, erase or destroy personal details if they are inaccurate or contain expressions of opinion which are based on inaccurate data
- To prevent processing where it is causing, or is likely to cause, substantial unwarranted damage or substantial distress to themselves or anyone else
- To ask to stop or not to begin processing data for direct marketing purposes
- To claim compensation for damage or damage and distress caused by any breach of the Data Protection Act
- To ask to ensure that no decision which significantly affects them is based solely on processing his or her personal data by automatic means

2. Requests for Personal Information

Anyone wishing to request access to personal information about them held by the Museum should make a request in permanent form (for example in writing or by email).

The Museum will make a charge of £10 on each occasion that access is required.

The Museum aims to comply with requests for access to personal information as quickly as possible, and in any event within 40 days of the receipt of the request, and the fee.

The Museum may ask for proof of identity for the person making the request and for further details to assist in the location of the information which the person seeks.

The information supplied will be all that is contained in the personal data at the time the request was received.

The Museum does not have to comply with a request where it has already complied with an identical or similar request by the same individual unless a reasonable interval has elapsed between compliance with the previous request and the making of the current request.

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	27	Change Ref.	

3. Contact Details

Requests under the Data Protection Act should be sent to:

Archives and Records Manager Royal Armouries Armouries Drive Leeds LS10 1LT	Telephone: 0113-220-1803 Email: foi@armouries.org.uk
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Please provide as much detail as possible to help us identify the information you are looking for.

4. Appeals

Applicants who are dissatisfied with the response they have received from the Museum in respect of a request for access to personal information may invoke the appeals and complaints procedures.

The first step is to seek an internal review. Requests for internal review should be submitted to:

Malcolm Duncan Finance Director Royal Armouries Armouries Drive Leeds LS10 1LT	Email: malcolm.duncan@armouries.org.uk cc'd mailto:p.abbott@armouries.org.uk
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Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	28	Change Ref.	

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The Information Commissioner Tel. 01625-545-700 Wycliffe House Fax. 01625-545-510
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Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	29	Change Ref.	

Appendix Six

The Re-use of Information

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The re-use of information that was created by or on behalf of the Royal Armouries is subject to the *Re-use of Public Sector Information Regulations* (revised 18 July 2015).

The intention of the regulations is to establish a minimum set of rules which govern the re-use of material held by public bodies to third parties, and to ensure that they receive fair, transparent and non-discriminatory access to information.

The Royal Armouries Public Task gives information about the documents produced, held, collected, provided or disseminated in order to fulfil the Museum's core functions which are subject to the regulations:

- the provision of access to the museum's collection and exhibitions: in the Museum, on loan, in partnership with other museums, cultural and educational establishments;
- the production of exhibition and collection-based interpretative, educational, scholarly, conservation, research and other content related to the collection, whether directly or through partnerships with museums and educational establishments internationally;
- the distribution of that content, whether in printed, filmed, digital or any other form of media whether directly or through partnerships with museums and educational establishments internationally;
- the license rights for commercial or non-commercial usage of its content by third-part media;
- the conservation, maintenance, development, safety and security of its assets, including the collection, buildings, infrastructure and grounds.

Information not produced or used to fulfil the Royal Armouries public task is not subject to the regulations.

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	30	Change Ref.	

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	31	Change Ref.	

Further context, best practice and guidance can be found in the UK Government Licensing Framework section on [The National Archives website](#).

Further information

For further information about the regulations and the Museum's public task statement please contact:

Archives and Records Manager Royal Armouries Armouries Drive Leeds LS10 1LT	Telephone: 0113-220-1803 Email: archives@armouries.org.uk
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Requests to Re-use information

For permission to re-use information please contact:

Sales and Licensing Manager Royal Armouries Armouries Drive Leeds LS10 1LT	Telephone: 0113-220-1981 Email: licensing@armouries.org.uk
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Complaints

For complaints about the decisions made by the Museum under the regulations please contact:

Malcolm Duncan Finance Director Royal Armouries Armouries Drive Leeds LS10 1LT	Email: malcolm.duncan@armouries.org.uk cc'd mailto:p.abbott@armouries.org.uk
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Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	32	Change Ref.	

© Crown Copyright

The Royal Armouries has a Delegated Authority from the Controller of Her Majesty's Stationary Officer to administer Crown Copyright in documents, photographs, films and other works deposited for permanent preservation in its Archives, and is regulated by the Information Fair Trader Scheme.

Crown copyright covers material created by civil servants, ministers and government departments and agencies. This includes legislation, government codes of practice, Ordnance Survey mapping, government reports, official press releases, government forms and many public records. It may also include material where the copyright has been assigned or transferred to the Crown.

The Information Fair Trader Scheme aims are:

- Maximisation - an obligation to allow others to re-use information. The default position should be that information can be re-used unless there are strong reasons (for example personal
- Simplicity – to simplify processes, policies and licences;
- Innovation – to actively remove obstacles to re-use, and facilitate the development of new and innovative forms of re-use.

The Scheme emphasises:

- Transparency - Transparency of the terms of re-use, including licence terms, where used. There should also be transparency about charges and the details of what information is available for re-use;
- Fairness - All re-users must be treated in a non-discriminatory way for same for the same type of re-use. PSIHs should not use their market power to compete unfairly by virtue of having produced the information;
- Challenge - A robust complaints process in place to reconsider licensing decisions, with appropriate references to OPSI, that will investigate any complaints that the PSIH cannot resolve to the customer's satisfaction.

Further context, best practice and guidance can be found in the UK Government Licensing Framework section on [The National Archives website](#).

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	33	Change Ref.	

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	34	Change Ref.	

Further information

For further information about Crown Copyright please contact:

Archives and Records Manager Royal Armouries Armouries Drive Leeds LS10 1LT	Telephone: 0113-220-1803 Email: archives@armouries.org.uk
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Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	35	Change Ref.	

Appendix Seven

Royal Armouries Non-Commercial Licence

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Scope

This licence applies to information that is the copyright of the Board of Trustees of the Armouries.

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- copy, publish, distribute and transmit the Information;
- adapt the Information;
- combine the Information with other information.

You are not permitted to:

- exercise any of the rights granted to you by this licence in any manner that is primarily intended for or directed toward commercial advantage or private monetary compensation.

You must, where you do any of the above:

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	36	Change Ref.	

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- ensure that any onward licensing of the Information – for example when combined with other information – is for Non-Commercial purposes only;
- ensure that you do not use the Information in a way that suggests any official status or that the Royal Armouries endorses you or your use of the Information;
- ensure that you do not mislead others or misrepresent the Information or its source;
- ensure that your use of the Information does not breach the Data Protection Act 1998 or the Privacy and Electronic Communications (EC Directive) Regulations 2003.

These are important conditions of this licence and if you fail to comply with them or use the information other than for Non-Commercial purposes the rights granted to you under this licence, or any similar licence granted by the Licensor, will end automatically.

Exemptions

This licence does not cover the use of:

- personal data in the Information;
- Information that has neither been published nor disclosed under information access legislation (including the Freedom of Information Acts for the UK and Scotland) by or with the consent of the Royal Armouries;
- departmental or public sector organisation logos, crests, military insignia and the Royal Arms except where they form an integral part of a document or dataset;
- third party rights the Royal Armouries is not authorised to license;
- Information subject to other intellectual property rights, including patents, trade marks, and design rights; and
- identity documents such as the British Passport.

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The Information is licensed 'as is' and the Royal Armouries excludes all representations, warranties, obligations and liabilities in relation to the Information to the maximum

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	37	Change Ref.	

extent permitted by law.

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Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	38	Change Ref.	

'You'

a different mode or format.

means the natural or legal person, or body of persons corporate or incorporate, acquiring rights under this licence.

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	39	Change Ref.	

About this Licence

The Royal Armouries has adapted this licence from the Non-Commercial Government Licence developed by the Controller of Her Majesty's Stationary Office. The Controller may, from time to time, issue new versions of the Non-Commercial Government Licence. However, you may continue to use Information licensed under this version should you wish to do so.

Further context, best practice and guidance can be found in the UK Government Licensing Framework section on [The National Archives website](#).

Policy Number	ARC-POL-007	Date Printed	29/08/2017	Owner	Archives & Records Manager
Revision	00	Page	40	Change Ref.	