

General Terms of Use

The General Terms of Use of the Arolsen Archives apply to all users. They apply to visitors who conduct research on site as well as to all those who submit written inquiries to the Arolsen Archives and receive information with copies of documents. Depending on the service provided, the following provisions apply in whole or in part:

[Terms of Access](#)

[Rules for the Reading Rooms of the Arolsen Archives](#)

[Explanatory Notes on the Rules on Fees and Tariffs](#)

[Rules on Fees and Tariffs](#)

[Format for Citing Documents from the Arolsen Archives](#)

Terms of Access

Section 1

General terms of access

With a small number of exceptions, all the documents held by the Arolsen Archives are accessible to the public. Restrictions apply to the following collections:

- The T/D files (Tracing Documentation) cannot be accessed if they are less than 25 years old.
- The institutional files of the Arolsen Archives are accessible to users if the documents are over 25 years old and if their indexing status and state of conservation allow it.
- Administrative documents at the Arolsen Archives can be accessed in the archive in the scope governed according to paragraph (34) of the Rules for Data Processing by the Arolsen Archives following the expiry of the 25-year term of protection.
- Further restrictions can arise from the Rules for Data Processing by the Arolsen Archives. The Rules for Data Processing by the Arolsen Archives are available here <https://aroa.to/data-processing-rules>.

Some collections contain documents that may only be used by the staff of the Arolsen Archives because this is stipulated in written agreements with the donor. Users who require these documents will be referred to the appropriate external contact persons.

In accordance with paragraph (38) of the Rules for Data Processing by the Arolsen Archives, victims of persecution and their relatives can also access the archive under the conditions stated in paragraph (38) of the Rules for Data Processing by the Arolsen Archives if other users are excluded from being able to access the archive in whole or in part.

Section 2

Prior registration for research visits

You must register with the Arolsen Archives at least one week before the planned date of your visit by filling in the online form or contacting us by post (Arolsen Archives, Große Allee 5-9, 34454 Bad Arolsen), remembering to state your preferred date.

You must also include the name and the purpose of your project.

Section 3

Data protection

The Rules for Data Processing by the Arolsen Archives apply to the processing of personal data by the Arolsen Archives. The Rules for Data Processing by the Arolsen Archives are available here <https://aroa.to/data-processing-rules>.

More information on the processing of personal data by the Arolsen Archives can be found in the Privacy Policy of the Arolsen Archives. The Privacy Policy of the Arolsen Archives is available here <https://arolsen-archives.org/en/privacy-policy/>.

Section 4

Access to finding aids

In the reading rooms, users have access to:

- a) a digital copy of the collections of the Arolsen Archives;
- b) the digital version of the Central Name Index of the Arolsen Archives;
- c) the other special catalogs and finding aids of the Arolsen Archives.

A manual is available to facilitate database navigation.

Section 5

Right to access the archive and the original documents

In general, the documents kept in the archive are made available in digital form. If the digital versions are not adequate for research purposes, a request to view the original documents can be submitted to the Arolsen Archives (Head of Archives). Requests will be granted provided that there is no conflict with the Rules for Data Processing by the Arolsen Archives and the conservation requirements, and the state of preservation of the archival materials is not endangered. In this case, viewing takes place under supervision.

Survivors/relatives and their representatives will be able to view the original documents under supervision if they register their visit with sufficient advance notice.

Section 6

Publications

Documents for which the originals are located in the Arolsen Archives can be published without obtaining separate publication approval, but the Rules for Data Processing by the Arolsen Archives and the Format for Citing Documents from the Arolsen Archives must be observed. If the publication concerns copies, the originals of which are not kept in the Arolsen Archives, publication approvals are to be obtained from the places where the original documents are kept.

When publishing personal data, users are required to use such data responsibly and lawfully and must comply with the General Data Protection Regulation (GDPR) the data protection regulations that apply to their country.

The Arolsen Archives do not assume any responsibility for publications by users and/or third parties which appear as a result of the use of their collections.

Section 7

Fees and obligations

Access to the documents of the Arolsen Archives is free of charge. Users undertake to appropriately inform the Arolsen Archives of the medium of publication and the place of publication prior to a publication arranged by them and to provide a specimen copy of their publications (books, brochures, magazine articles, essays in collected volumes, DVDs etc.) within three months of their appearance. In the case of publications in online media, users undertake to inform the Arolsen Archives of the place of publication (blog, online exhibition, website, etc.).

Charges will be made for reproductions of archival materials. Details are given in the [Rules on Fees and Tariffs](#).

Users undertake to observe the current [Format for Citing Documents from the Arolsen Archives](#) in their publications.

Users undertake not to pass digital copies on to third parties. This also means that digital versions may not be integrated into another archive without the consent of the Arolsen Archives. Dissemination in a private, non-commercial environment is permitted.

Section 8

Use of the reference library, release of the Arolsen Archives by users

The reference library of the Arolsen Archives is open to all. As a general rule, the materials available in the library and the reading rooms may not be taken elsewhere.

The materials are to be returned to Arolsen Archives staff after use.

Users are not allowed to alter the condition of the library materials in any way, including by making notes, underlining or folding pages, for example. Users are liable for any damage that they have culpably caused to the materials.

On request, users may be permitted to make copies of library materials using a scanner. However, depending on the condition and the need to protect the materials concerned, the Arolsen Archives reserve the right to forbid users to make copies themselves. The users are responsible for complying with copyright regulations when scanning from books and magazines and when using digital media.

In the event of unlawful use of the materials provided in the library and in the reading rooms, the respective user is obliged to release the Arolsen Archives from claims by third parties based on his/her unlawful and culpable use. This only applies if the claims of third parties are not based on injury to life, limb or health for which the Arolsen Archives (including its legal representatives and agents) are responsible or on a grossly negligent or deliberate breach of duty by the Arolsen Archives (including its legal representatives and agents).

Section 9

Rules for the Reading Rooms

The Rules for the Reading Rooms of the Arolsen Archives are to be observed (pages 9 ff.).

Section 10

Expulsion from the reading rooms and denial of future access to the archives and documents

Failure to comply with the Terms of Access and/or the Rules for the Reading Rooms may lead to immediate expulsion.

The staff of the Archives are entitled to deny access temporarily, the Directorate is entitled to deny access permanently.

The Directorate will deny all further access to anyone who is found to have misused data from the Arolsen Archives under national or international law.

The person concerned may file an appeal against this decision with the Directorate of the Arolsen Archives.

User statement

Appendix 1 to the Terms of Access

I hereby confirm that I have received a copy of the Terms of Access of the Arolsen Archives and of the Rules for the Reading Rooms and that I will abide by them.

I have taken note of the [Privacy Policy](#) for the processing of my personal data by the Arolsen Archives.

Should my tracing inquiry concern a living relative, I confirm that I am authorized to release information relating to him/her in the context of the tracing inquiry.

I am aware that the personal data I have provided in connection with the tracing inquiry is transferred to the archive of the Arolsen Archives and, after the elapse of a term of protection of 25 years, this data can be communicated to any other persons who submit a tracing inquiry concerning the same subject.

I am aware that the personal data processed in connection with my tracing inquiry will be passed on to the copyholders listed below (partner archives/organizations in the State parties to the ITS Agreement), irrespective of the 25-year term of protection, and further processed by them in accordance with the applicable provisions of data protection legislation and international law:

- Archives de l'État in Belgium, Brussels (Belgium)
- Archives Nationales, Pierrefitte-sur-Seine (France)
- Centre de Documentation et de Recherche sur la Résistance (Luxembourg)
- Instytut Pamięci Narodowej (IPN), Warsaw (Poland)
- The Wiener Library, London (United Kingdom)
- Yad Vashem, Jerusalem (Israel)
- US Holocaust Memorial Museum (USHMM), Washington (USA)

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International Center
on Nazi Persecution

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I am aware that, in the event of a tracing inquiry, the personal data I provide will be stored permanently by the Arolsen Archives in accordance with the ITS Agreement and the Rules for Data Processing by the Arolsen Archives based on this for archiving purposes in the public interest. In addition to fulfilling the archival function of the Arolsen Archives, this serves the purpose of ensuring that after a term of protection of 25 years after my tracing inquiry, my data can be passed on to persons who submit a tracing inquiry concerning the same subject so that people may be reunited as a result of the inquiry.

Place, date:

Name:

Signature:

Rules for the Reading Rooms of the Arolsen Archives

These rules apply in connection with the Terms of Access of the Arolsen Archives.

Opening hours:

Monday to Thursday: 8:00 a.m. – 5:00 p.m.

Friday: 8:00 a.m. – 1:00 p.m.

Provision of archival materials:

Because the archive and the reading rooms are not on the same premises, at least three working days advance notice must be given when ordering original documents or documents which have not yet been digitized.

Using technical equipment in the reading rooms:

The documents of the Arolsen Archives may only be viewed in the areas of the Arolsen Archives designated for the purpose (reading rooms). Archival materials, finding aids, microfilms or other materials provided may not be removed from these areas.

1. Users do not have the right to choose where they sit. If possible, the staff of the Reference Service will reserve a seat in advance of the user's visit.
2. In order to protect original archival materials, the staff of the Arolsen Archives may impose the use of certain aids or other measures when viewing them.
Technical devices such as laptops, tablets, smart phones, cameras etc., or - when working with originals - an illuminated magnifying glass may be used as far as and as long as this does not damage the archival materials in any way or disturb other people in the reading rooms.
Mobile phones must be switched off or muted in the rooms, telephone calls may only be made outside the reading rooms.
3. The Arolsen Archives do not assume any liability for property that users bring with them.

Rules of conduct in the reading rooms

1. Storage shelves and lockers are available. Outdoor clothing and large bags may not be brought into the reading rooms.
2. In order to allow others to work in peace, users should behave as quietly as possible in the reading rooms.
3. Smoking, eating and drinking are not allowed.
4. Staff may forbid users to take certain objects into the reading rooms.
5. Users must always obey any instructions given to them by staff.

Use of the digital archive:

1. Staff of the Arolsen Archives will introduce users to the digital archive and show them how to use it.
They will receive this initial introduction within a reasonable time frame.
2. Users are obliged to fill in the inquiry form online, including their full registered address, for each research project. The data provided in connection with the use of the digital archive is processed in accordance with paragraph (27) of the Rules for Data Processing by the Arolsen Archives. More information on data processing in connection with the use of the digital archive can be found in the Rules for Data Processing by the Arolsen Archives and our Privacy Policy.

Use of archival materials:

1. Archival materials which have been ordered by users may only be used in the reading rooms.
2. Original archival materials are handed over to users by staff of the Arolsen Archives and must be returned to a member of staff after use. The reading room supervisor may reserve archival materials retrieved from the archive for the duration of a user's visit, provided these documents are not required by other people or for other purposes in the Arolsen Archives.
3. Visitors should report to the reception desk at the end of their visit to the Arolsen Archives.
4. Users do not have the right to access the original documents. If paper copies, microforms or digital copies are available, original documents can only be provided with the express permission of the Head of Archives.
5. Archival materials which are damaged or which are in great danger of being damaged cannot be provided to users. In exceptional cases where there is special justification, the Arolsen Archives may permit access to such materials. Special conditions may be imposed.
6. Original documents must be handled with the greatest of care. For this reason, users are not allowed

- to attach notes to the archival materials or make marks on them of any kind,
 - to change the arrangement of the archival materials, especially the order of the papers, their signature/ID or their packaging,
 - to use archival materials to lean on when writing.
7. Archival gloves must be worn when handling delicate papers, colored cards and prints, handwritten documents and photographic documents. The Arolsen Archives provide these to users free of charge. They must be returned at the end of the visit.
 8. The archival documents must be closed, even during short working breaks.
 9. The Arolsen Archives must be informed immediately of any damage or irregularities found in connection with the archival materials.
 10. After use, the archival materials must be properly packed in the correct order, if necessary with the assistance of the staff of the Arolsen Archives. Great care must be taken to ensure that nothing is damaged.
 11. The provisions which apply to the use of archival materials also apply mutatis mutandis to the use of finding aids, other aids and reproductions.
 12. The reference library of the Arolsen Archives is open to all.

Reproductions of archival materials

1. Reproductions may be ordered. For more information, see the Rules on Fees and Tariffs of the Arolsen Archives. All orders must be submitted in writing. The lists of fees are available online.
2. If they belong to archival units which have not yet been digitized, the documents to be reproduced may only be identified as is proper using paper strips.
3. In the case of digitized documents, the appropriate order form is to be filled in. Paper printouts and storage on data carriers can be ordered.

Restriction, denial and withdrawal of the right of use

Insofar as the reasons stated in Section 8 and/or Section 9 of the Terms of Access apply, in particular if the user repeatedly or seriously violates the Terms of Access and/or the Rules for the Reading Rooms,
or does not comply with the conditions imposed, the Arolsen Archives are entitled to limit or deny use.

Effective date

These Rules for the Reading Rooms take effect as of 1 October 2019.

Explanatory Notes on the Rules on Fees and Tariffs

By order of the International Commission, rules have been adopted for the levy of fees for certain services provided by the Arolsen Archives.

These rules are an integral part of the currently effective Terms of Access.

The services which are subject to fees are specified in the Rules on Fees and Tariffs.

All the services are provided by staff of the Arolsen Archives.

The following services are provided free of charge:

- Provision of information, either orally or in writing. The provision of information for data processing takes place according to paragraph (44) of the Rules for Data Processing by the Arolsen Archives.
- Responses to inquiries submitted by survivors or their relatives and legal representatives.
- Answers to research inquiries of a limited scope posed by visitors/users.
- Guidance on using the materials (archival holdings, books, etc.), including an introduction to the research software provided by the staff.

Rules on Fees and Tariffs of 4 August 2014 as an integral part of the Terms of Access as well as the latest change as of 1 October 2019

Basis:

Use of the archive and other services of the Arolsen Archives for research and educational purposes is free of charge, unless otherwise stated in the table below.

Procedure

1. Anyone wishing to make use of the Arolsen Archives must first submit an application. Copies of documents or scans of documents can be ordered or can be made during an on-site research visit.
2. Prior to an order being placed, the Arolsen Archives can give an estimate of the anticipated charge. The actual charge will not exceed the estimate without prior consultation with the user. Alternatively, the user may fix an upper limit, which the Arolsen Archives must not overstep without prior consultation.
3. If either party withdraws from the contract prior to the copies having been made, the duty to perform ends for both parties. Both parties shall waive any claim for material or immaterial damages.
4. Payments in accordance with these Rules on Fees and Tariffs will be due after the receipt of copies or document scans.

These Rules on Fees and Tariffs take effect as of 1 October 2019.

Appendix: Cost Schedule

Cost Schedule Table in Accordance with the Rules on Fees and Tariffs

Service	Description of Service	Price per Unit	Additional Information
1	Selection + saving of digitized archival material (per image) by the user	0.00 euros	Costs for USB flash drive only
2	Selection + saving of digitized archival material (per image) by the Arolsen Archives	0.00 euros	
3	Scanning of archival material in paper form (per image) by the Arolsen Archives		Processing fee; additional costs for USB flash drive
3a	- Standard resolution	1 euro	
3b	- 300/600 dpi resolution (flat rate, 1st image)	25 euros	
3c	- 300/600 dpi resolution (from 2nd image on)	5 euros	
4	Scanning of archival material on microfilm/ microfiche (per image) by the user	0.00 euros	Costs for USB flash drive only
5	Scanning of archival material on microfilm/ microfiche (per image) by the Arolsen Archives	0.50 euros	Processing fee; additional costs for USB flash drive
6	Scanning of library material (per image) by the user	0.00 euros	Costs for USB flash drive only
7	Scanning of library material and aids (per image) by the Arolsen Archives	0.00 euros	Costs for USB flash drive only
8	Paper printout b/w DIN A4 or DIN A3	0.00 euros	
9	Paper printout in color DIN A4 or DIN A3	0.00 euros	
10	Storage medium USB flash drive (4 GB)	5 euros	
11	Shipping at cost	Postal charges	No separate charge is made for packaging
*For the services in 3a and 5, a 50% discount applies for students and pupils (costs for USB flash drive only)			

The de minimis limit for invoicing is: €10.00 (applicable to reproductions of archival materials, but not to storage media and shipping costs).

Format for Citing Documents from the Arolsen Archives

Digital Collections

[Title of document], [Archival Unit (Sub-Collection) Number]/ [Digital Document Number]/ ITS Digital Archive, Arolsen Archives

Examples: Report on Conferences on Unaccompanied Children, 1946, 6.1.2./ 82489042/ITS Digital Archive, Arolsen Archives

Häftlingspersonalbogen Jakob Abelsohn, Dachau, 1.1.6.2/ 9956912/ ITS Digital Archive, Arolsen Archives

Bibliographical Note

[Title and Number of the Sub-Collection], ITS Digital Archive, Arolsen Archives

Example: Sub-Collection 1.1.5.3., Individuelle Unterlagen Männer Buchenwald, ITS Digital Archive, Arolsen Archives

For Exhibitions

Curators will need to decide the specifics for themselves, but it is important that they know the Digital Document Number in case of inquiries.

Whether it includes a description of the document or a short title only, the caption may be modified to suit the overall design of the exhibition.

The caption for documents which come from the archival collections of the Arolsen Archives must include: Arolsen Archives

Non-Digital Holdings

Examples: Regulations of Prisoners' Markings, Dachau, ITS Archive, Arolsen Archives.
Letter XXX from suspension file XXX, ITS Archive, Arolsen Archives

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