

10 August 2026

Dear _____,

Reference: ATISN 27278

Thank you for your information request of 29 July 2026. A response to your information request is provided below.

Your Request

Keekco Ltd is developing a modular B2B procurement platform for dental practices across Wales, beginning with a pilot programme involving ten practices in Wales.

Our platform helps practice groups streamline supplier onboarding and competitive quoting by maintaining an accurate, up-to-date registry of dental practices. To support our users during setup, we need to provide automated practice lookup by postcode or name, pre-populating practice details to reduce manual data entry and errors.

To deliver this feature accurately for Welsh practices, we're seeking a quarterly data export of all registered dental practices from HIW, containing the following fields (where available):

- *HIW Registration ID (unique identifier)*
- *Practice name*
- *Full address (address line 1, 2, city, postcode)*
- *Phone number*
- *Website*
- *Registration status (Active/Inactive/Suspended)*
- *Latest inspection rating (Outstanding/Good/Requires Improvement/Inadequate/Unrated)*
- *Latest inspection date*
- *Inspection report URL*

Proposed schedule: Quarterly (e.g., 1 January, 1 April, 1 July, 1 October) via automated or manual batch delivery.

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Merthyr Tudful / Merthyr Tydfil
CF48 1UZ
Tel / Ffôn 0300 062 8163
Fax / Ffacs 0300 062 8387
www.hiw.org.uk / www.agic.org.uk

Data usage: The export will be used solely to populate our practice directory lookup feature. It will not be shared publicly or sold. All data will be handled securely under our standard terms, and we're happy to sign a Data Sharing Agreement if required.

Could you advise:

1. Whether HIW can provide such an export, and any conditions of use?
2. The preferred format (CSV/Excel/API)?
3. Whether there's a standard process or contact for this type of request?
4. Any associated costs?

We're keen to ensure our platform reflects accurate, current HIW registration and inspection data. Your team's guidance would be invaluable as we scale across Wales.

Our Response

Please find attached a report containing the following information:

- HIW Registration ID (unique identifier)
- Practice name
- Full address (including postcode)
- Registration status

Phone Numbers

We cannot confirm whether all numbers are business contact details, as some may relate to Registered Individuals and therefore constitute personal data. As these details were not provided for public disclosure, release would be contrary to the principles of UK data protection legislation. Accordingly, the information has been withheld under section 40(2) of the Freedom of Information Act 2000 (Personal Information).

However, the practices contact details are available on [HIW's website](#).

Website

We are unable to provide a list of website addresses. Whilst some website information may be held within individual registration records, it is not maintained in a format that allows it to be extracted into a report.

To identify and retrieve this information would require a manual review of approximately 512 dental practice records. We estimate that this process would take in excess of 25 hours.

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Section 12 of the Freedom of Information Act 2000 provides that a public authority is not required to comply with a request where the cost of doing so would exceed the appropriate limit. The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 set this limit at £600, which equates to 24 hours of staff time at £25 per hour.

As compliance with this part of the request would exceed the appropriate limit, we are refusing this information under Section 12 of the Act.

Latest Inspection Rating (Outstanding/Good/Requires Improvement/Inadequate/Unrated)

Healthcare Inspectorate Wales (HIW) does not operate an inspection rating system. Therefore, this information is not held by HIW. However, where serious concerns are identified during an inspection, HIW may issue an Immediate Assurance Notice (for NHS bodies) or a Non-compliance Notice (for independent healthcare settings). Details of any such actions can be found within the relevant inspection reports published on our [website](#).

Latest Inspection Date and Inspection Report URL

We have decided to withhold the above information under Section 21 of the Freedom of Information Act 2000 (Information Accessible to Applicant by Other Means). This exemption applies because inspection reports, including inspection dates, are already publicly available on the HIW website and can be accessed via the following [link](#).

Quarterly Reporting / Future Data Requests (Questions 1-4)

In response to questions 1 and 3, HIW does not currently operate a service for the routine or scheduled release of dental practice data.

The Freedom of Information Act 2000 provides a right of access to recorded information held at the date a request is received. It does not require public authorities to create information, provide information that may be held in the future, or enter into ongoing disclosure arrangements.

As a result, HIW cannot accommodate the proposed quarterly reporting arrangement through the FOIA process. Any future requests for information would need to be submitted and considered individually in accordance with the Act. However, some of the information you have requested is already available in the public domain via our website and can be exported into an Excel spreadsheet using the functionality available at the following [link](#).

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In response to questions 2 and 4, as HIW cannot provide the requested recurring data export, there is no standard format for disclosure and no associated costs to advise upon.

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or Email: Freedom.ofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely

Enclosure – Dental Practice Report

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