

17 February 2026

Dear

Reference ATISN 26612 - Dental Practices

Thank you for your information request of 23 January 2026, seeking the names of dental practices caught up by your previous request in July 2025.

Our Response

We have enclosed the names of practices that are currently registered with HIW, the names of practices that have deregistered, the names of practices who varied their registration, and manager applications along with the relevant dates.

We have decided to withhold the names of individual practices and registered managers whose registration applications were returned, withdrawn, or cancelled under Section 43(2) of the Freedom of Information Act 2000 (FOIA). Section 43(2) applies where disclosure would, or would be likely to, prejudice the commercial interests of any organisation or person. In this case, releasing identifiable information about practices or managers in connection with returned or withdrawn applications would be likely to cause commercial harm for the reasons set out below.

Registration applications may be returned or withdrawn for routine, technical, or administrative reasons. Without full regulatory context, disclosure could lead the public, service users, or commissioners to draw inaccurate or adverse conclusions about the quality, compliance, or suitability of the provider or manager. Such misinterpretation would be likely to undermine public confidence and damage the business's reputation in a way that is unfair and commercially prejudicial. Similarly, identifying a manager as having withdrawn or amended an application could discourage potential service users, contractual partners, and commissioners from engaging with the provider. This would have a direct negative impact on their competitive standing.

Providers must feel able to submit, amend, or withdraw applications candidly as part of the regulatory process. If such actions were routinely made public, providers may become reluctant to engage fully with the regulator for fear of reputational harm. This would prejudice both their commercial interests and the effective functioning of the regulatory system more broadly.

We recognise the public interest in transparency about regulatory processes. However, on balance, the public interest does not outweigh the likelihood of commercial harm caused by naming practices or registered managers in connection with incomplete or withdrawn applications. The information can be meaningfully understood and scrutinised without disclosing identities, and transparency about HIW's regulatory approach is maintained through published inspection reports and formal enforcement activity where appropriate.

For these reasons, releasing the names of practices or registered managers associated with returned, withdrawn, or cancelled registration applications would be likely to

prejudice their commercial interests, engaging Section 43(2) FOIA. The public interest test has been applied, and the balance lies in favour of withholding this information.

Next Steps

HIW operates within the Welsh Government's framework for handling Freedom of Information requests. 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: Freedomofinformation@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