

11 March 2026

Dear

Reference ATISN 26727 - Regulated Businesses

Thank you for your information request of 14 February 2026. A response to your information request is provided below.

Your Request

I would be grateful if you could provide the following information, where it is available and permitted for public disclosure:

1. *Firm or practice name*
2. *Registered office address*
3. *Contact telephone number*
4. *Official email address*
5. *Website address*
6. *Regulatory, registration, or membership number*
7. *Main areas of practice or specialisation (if held)*

Our Response

1. **Firm or practice name** - this information has been provided in Column B of the attached spreadsheet.
2. **Registered office address** - this information is held by Company's house and is available at this link. [Search the register - Find and update company information - GOV.UK](#)
3. **Contact telephone number** - this information is available on our website at this link: [Search results | Healthcare Inspectorate Wales](#)
4. **Official email address** - HIW is withholding the information captured by this part of the request. The information was provided to us by another organisation for a specific purpose, in this case registration under the Care Standards Act. Disclosure could constitute an actionable breach of confidence, and the information is therefore exempt under section 41 of the Freedom of Information Act 2000 (information provided in confidence).
5. **Website address** - we have provided 38 website addresses recorded on our CRM System in Column L. Providing website addresses for the remaining 743 regulated healthcare settings would require a manual review of 743 individual records, which we estimate would take at least **61 hours**.

Section 12 of the Freedom of Information Act does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit. Regulation 3 of the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 sets out that the appropriate limit is £600. Regulation 4(4) states that the cost of the time which you expect to spend dealing with the request must be estimated at a rate of £25 per hour. This means that the request would exceed the appropriate limit if complying would take more than 24 hours of work. Therefore, on this basis, we are unable to provide this information as it would exceed the appropriate limit.

7. **Regulatory, registration, or membership number** - this information has been provided in Column M of the attached spreadsheet.
8. **Main areas of practice or specialisation** - this information has been provided in Columns F and G of the attached spreadsheet.

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