

Mr Roger Pratley  
Secretary  
Morgannwg LDC

By e-mail: rogerpratley@virginmedia.com

22 October 2018

Dear Mr Pratley

Thank you for your email dated 17 October 2018 to Dr Kate Chamberlain, CEO, which has been passed to me to respond. In your email you have stated that members of the Morgannwg LDC have raised concerns about documents that have been lost by HIW during the application process for registration under the Private Dentistry (Wales) Regulations 2017.

I want to reassure you that the Welsh Government treats information security very seriously. All data losses that occur within Welsh Government are reported to the central Departmental Security Unit and a full investigation is undertaken. The Departmental Security Unit will then review the investigation and determine whether the Information Commissioner's Office or the Data Subject(s) need to be informed and that appropriate action has been undertaken by the Department reporting the incident.

I have reviewed the list of documents which your members have reported were lost by HIW. I am aware of three of these incidents and I can confirm that they were reported to the central Departmental Security Unit, an investigation was conducted and action taken to mitigate further data losses. However, in order for me to investigate fully, I would be grateful if you could provide me with details of the dental practices to which each data loss listed in your email corresponds to. Upon receipt of this information, I will undertake an investigation and will then be able to respond to each of the points raised in your email.

I am acutely aware of the distress and inconvenience that can be caused by the loss of data and I will ensure that if further data has been lost by HIW, we will undertake a full investigation to establish what went wrong and how we can prevent re-occurrence.

Once again, thank you for bringing this matter to my attention. In the meantime, if you would like to discuss this matter further, please do not hesitate in contacting me on the number below.

Yours sincerely

A handwritten signature in black ink, appearing to read 'S. Fitzgerald'.

**Stuart Fitzgerald**  
**Director of Strategy and Engagement**  
**Healthcare Inspectorate Wales**

cc: Dr Kate Chamberlain, CEO – HIW  
Kathryn Jenkins, Deputy Chief Security Officer – Welsh Government  
Carla Lyne, Director EPS Operations