



foi.request@mhra.gov.uk.

[MHRA Website](#)

Our Ref: **FOI2026/00240**

23 April 2026

Dear [REDACTED]

Thank you for your Freedom of Information (Fol) request received on 3 March. You wrote:

Could the following information be provided?

Copies of the last two MHRA WDA(H) inspections of Cantourage UK Limited relating to the two sites below which are listed on WDA(H) 54893? This should include all the observations and all communications up to and including responses and the ultimate closure of each inspection. If there was any further communication following the closure—such as updates or amendments to the CAPAs—copies of these documents should also be included.

- *Unit 6, 13 Ramsgate Street, London, E8 2FD, United Kingdom*
- *First Floor, Rear Building of 238-240 Bethnal Green Road, London, E2 0AA, United Kingdom*

Additionally, please also provide a copy of the full current WDA(H) certificate for Cantourage UK Limited.

MHRA Response

The Agency has completed its search for the information you have requested and we are able to confirm that we hold the majority of information you have requested.

One inspection, which took place in 2024, is relevant to the sites listed. Please find the inspection report, post-inspection letter, site responses and the associated correspondence. These documents are numbered 1-7.

Please note that some of the information within the above documents cannot be disclosed and is being exempt from release for the reasons below. We consider that the information is exempt under Section 40(2) and Section 43(2) of the Fol Act.

Section 40(2)

We are unable to provide you with some of the information requested as it constitutes personal data of someone other than yourself and as such, it is being withheld in accordance with section 40(2) of the Freedom of Information Act.

Section 40(2) exempts information in response to a request if it is personal data belonging to an individual other than the requester and it satisfies one of the conditions listed in the legislation. In this case the condition contained in section 40(3A)(a) applies - that disclosure

would breach one of the data protection principles, specifically that "Personal data shall be processed lawfully, fairly and in a transparent manner...".

We do not consider that disclosing this information is necessary or justified in order to satisfy your information request and the requirements of the FoI Act. In relation to this request, we consider that there is no strong legitimate interest that would override the prejudice to the rights and freedoms of the data subject.

Personal data are subject to UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018

MHRA maintains the following policy on disclosure of personal information:

"All personal information held in MHRA records is regarded as confidential. Information will not normally be disclosed to third parties without the consent of the person concerned. Information may normally be disclosed without consent to meet statutory requirements; to comply with a court order; to prevent duplication of payments from public funds; or where there is a compelling public interest in making the disclosure."

All disclosures made by MHRA, in order to be considered authorised must be able to demonstrate that at least one of the above criteria apply.

Section 43(2)

Release of all, or part of, the information would be likely to cause harm to the third party's commercial interests.

We have considered the balance of the public interest when applying this exemption. The exemption is to safeguard the commercially sensitive information / industrial secrets of a third party / commercial enterprise (which can include a Government Department). This exemption is conditional on the public interest in releasing it not outweighing the company's/commercial enterprise's right to confidentiality and the probable damage that the company/commercial enterprise could suffer as a result of the information being released. In this case we have not identified any issues which would benefit the public as a whole by being brought to their attention (examples of issues would be a major public health risk or a major procedural failure or irregularity).

With regard to your request for the full current WDA(H) certificate, we confirm that the agency holds this information. However, the information is exempt under Section 21(1) of the Freedom of Information Act because the information is reasonably accessible to you, as it is already in the public domain. Please refer to the published certificate on the MHRA-GMDP database:

[UK WDA\(H\) 54893 | MHRA](#)

If you have any queries about this letter, please contact us quoting the reference number above.

Yours sincerely,

MHRA Central Freedom of Information Team
Medicines & Healthcare products Regulatory Agency

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing foi.request@mhra.gov.uk or by writing to: MHRA Central Freedom of Information Team, 10 South, Colonnade, Canary Wharf, London, E14 4PU

Any request for an internal review must be received by us within 40 working days of the date of this letter. Please note we are not obliged to provide a review if it is requested after more than 40 working days.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Website: [ICO FOI and EIR complaints](#) or telephone 0303 123 1113.

Re-use of our information

The MHRA information supplied in response to your request is subject to Crown copyright. Information created by the MHRA which is disclosed under the Freedom of Information Act is made available for re-use under the Open Government Licence (OGL) v3.0, except where this is otherwise stated. There are some restrictions on re-use under the OGL and these can be viewed here:

<https://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>